



Pan Bedfordshire Advice and Guidance for when Young People Raise an Issue

- 1) All organisations working with children and young people should value and respect them, and develop positive and trusting relationships, so young people feel safe and able to raise issues, concerns or questions with us. Young people should be seen as individuals and complaints or feedback from young people should be seen as serious as those received from adults.
- 2) Any concerns, complaints or feedback from children and young people should be seen as positive, valuable service user feedback and considered from a safeguarding perspective.
- 3) Children and young people should be involved in the development and implementation of the feedback process they may wish to use.
- 4) All children and young people should be able to provide feedback, complaints or concerns in a variety of ways. (This may include verbally, in writing including by email or via a 3rd party).
- 5) All children, young people and their families should have access to age-appropriate information about the services they use and how they can provide feedback about them, this should also take into account any additional needs that the young person may have. This should be provided in a variety of formats, including online and the format used should be agreed with the young person.
- 6) The expectation is for professionals to offer an opportunity for the young person to discuss their concerns with you before responding.
- 7) Responses to complaints or concerns should be timely and where possible discussed with the young person. The young person should always be given an opportunity to provide feedback.
- 8) Staff should be adequately trained in listening to, and dealing with complaints, queries and feedback from children and young people.
- 9) Children who need support to make a complaint or raise a concern should have access to an independent advocate or other trusted person.
- 10) Agencies should be transparent regarding the themes that they are seeing in relation to complaints and feedback.
- 11) It is an expectation for agencies to offer opportunities for co-production with young people when designing their processes.