

Consultation on Complaints Concerning Functions Relating to the Named Person and Child's Plan



RESPONDENT INFORMATION FORM

Please Note this form **must** be returned with your response to ensure that we handle your response appropriately.

1. Name/Organisation

Organisation Name

Down's Syndrome Scotland

Title Mr Ms Mrs Miss Dr Please tick as appropriate

Surname

Le Noan

Forename

Rachel

2. Postal Address

158-160 Balgreen Road

Edinburgh

Postcode EH11 3AU

Phone 01313137452

Email Rachel@dsscotland.org.uk

3. Permissions - I am responding as...

Individual

/

Group/Organisation

Please tick as appropriate

- (a) Do you agree to your response being made available to the public (in Scottish Government library and/or on the Scottish Government web site)?

Please tick as appropriate

Yes No

- (b) Where confidentiality is not requested, we will make your responses available to the public on the following basis

Please tick **ONE** of the following boxes

- (c) The name and address of your organisation **will be** made available to the public (in the Scottish Government library and/or on the Scottish Government web site).

Are you content for your **response** to be made available?

Please tick as appropriate

Yes No

Yes, make my response,
name and address all
available

or

Yes, make my response
available, but not my
name and address

or

Yes, make my response
and name available, but
not my address

(d) We will share your response internally with other Scottish Government policy teams who may be addressing the issues you discuss. They may wish to contact you again in the future, but we require your permission to do so. Are you content for Scottish Government to contact you again in relation to this consultation exercise?

Please tick as appropriate

Yes

No

Questions

1) Should making complaints concerning functions relating to the Part 4 and/or Part 5 be restricted to a child, young person and parent (as defined by the CYPA)

Yes No

(if responding electronically, please double click on one of the boxes above and select the default value as 'checked')

Reason/s

2) Should the parent and child be entitled to request and authorise the assistance of other persons in making their complaint.

Yes No

Reason/s

If parents and/or children receive support from an organisation like Down's Syndrome Scotland, they should be entitled to request assistance from this agency to help them with their complaint.

3) Should the merits of decision making about functions, as set out in Appendix A, under parts 4 and 5 be looked at by SPSO

Yes No

Reason/s

4) Should complaints concerning functions relating to the Part 4 and/or Part 5 be considered as set out in Option 1

Yes No

Reason/s

5) Should complaints concerning functions relating to the Part 4 and/or Part 5 be considered as set out in Option 2

Yes No

Reason/s

We agree with the holistic approach of Option 2 as presented by the Scottish government and recognise the importance for parents and children to have a single point of contact to deal with the complaint.

6) We invite comments on what should happen in situations where the Named Person service provider or the managing authority are coordinating the investigation of a complaint involving other bodies where they may agree with the parent and child at the outset. (See paragraph 25.)

Response

We recognise this can present challenges and it is hard to see how these could be overcome. However we would also like to point out that questions may be raised if parents/children are complaining about the Named Person her/himself. If the service provider disagrees with a complaint from the outset, it is fair to assume that in some cases the managing authority may not necessarily be enthused at the prospect of reviewing their own staff/practices. The issue of impartiality is therefore at the core of the process whether service providers agree or disagree with the complaint.

Reason/s

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7) We invite comments/suggestions on what information and guidance on the complaints process would help parents and children.

Response

Any information/ guidance should be simple and easy to understand (with clear and unambiguous language), available in a variety of formats, and it should also include various templates that parents and children will be able to use. We also believe a helpline would be useful (perhaps something similar to ENQUIRE currently available for additional support for learning).
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