

Child Friendly Complaints – Informed Consent

UNCRC Article 5 – Every child has the right to appropriate direction and guidance in a manner consistent with their evolving capacity and maturity.

UNCRC Article 12 – Every child has the right to express their views, feelings and wishes in all matters affecting them and to have their views considered and taken seriously.

Any child can request that a complaint about the service delivered to them is taken forward by a Responsible Person (parent/carer/legal guardian) or anyone else nominated by them. Equally, an adult may complain on a child's behalf about a service provided to the child. In both cases, if the child has capacity, they must give informed consent for an adult to act on their behalf.

If a child is under the age of 12 or 18 if they have additional support needs or learning difficulties (which may impact on their understanding, ability to form or express their views regarding a complaint), a Capacity Assessment should be carried out by someone who knows the child well and held on record.

- If the child is assessed as not having capacity, the parent(s), carer(s) or legal guardian(s) can act on their behalf in relation to any complaints.
- If the child is assessed as having capacity – they must complete this Informed Consent document to enable an adult to act on their behalf.

Once the complaints process is explained to the child and they wish to have the complaint taken forward by an adult, please sign and date this form. Equally, the child has the right to say that they do not want an adult to take forward any complaint on their behalf. Please also record if the Informed Consent is withheld.

Name of child	
Date of Birth	
Capacity Assessed as Yes if under 12 or under 18 with ASN?	
Name of Adult nominated to take complaint forward.	
Relationship to child	

Signature and Date (agreeing Informed Consent)

I understand that my complaint will be taken forward by an adult I have nominated. I know that I am still entitled to information about the outcome of the complaint.

Signature and Date (withholding Informed Consent)

I do not wish (name of adult) to take forward the complaint on my behalf