

## Child Friendly Complaint Handling

Heriot-Watt University is committed to making sure that children and young people (anyone under the age of 18) can raise concerns and complaints in a way that is safe, easy to understand and fair. This also applies to young people who were under 18 at the time the issue being complained about happened.

The University follows the [Scottish Public Services Ombudsman's Child-Friendly Complaints Handling Principles](#) and [Guidance](#).

A complaint may be:

- made directly by a child or young person
- made by a parent, carer, or another adult on a child or young person's behalf
- about an issue that affects a child or young person

A child or young person can choose to:

- communicate with the University directly about their complaint
- nominate someone they trust to speak or act on their behalf
- have a nominated person copied into letters or emails about their complaint

Where a complaint is made by someone else on behalf of a child or young person, the University will seek the child's or young person's consent before corresponding with that person where appropriate.

The University will:

- do our best to make the complaints process as simple, supportive, and comfortable as possible.
- listen to the child's or young person's views and allow them to share their concerns in a way that works best for them, such as by email, in person, through a Teams meeting, or through a representative.
- explain the complaints process and what is happening using clear and plain language.
- provide the outcome in a format and language that is suitable for the child or young person.
- explain what steps can be taken if they are unhappy with how their complaint has been handled.