

Designing a child friendly feedback process

This scenario was developed to support learners to consider what a children's human rights approach might look like in practice.

A courts and tribunals service wanted to ensure that it had clear methods in place for children and young people to give feedback on any part of their involvement with courts and tribunals.

Workers from the courts and tribunals service:

- Sought the advice of a specialist third sector organisation to involve children and young people in the design and creation of a feedback process that met their needs and treated them with dignity, particularly those whose rights are at risk.
- Ensured the feedback system was flexible to allow children and young people to express themselves in different ways.
- Ensured that child friendly information about the feedback process was available using a variety of different methods.
- Ensured that children and young people were told the results of their feedback in a timely manner.
- Delivered staff training to ensure workers would recognise when a child or young person might have concerns and how to support them to access the feedback process.

Reflection questions

Does your workplace have processes in place for gathering feedback from children and young people?

What happens to feedback when it is received?

Are children and young people informed of any outcomes from their feedback?

Are the process and any materials used child friendly?

