

Getting help
about your rights

EVIDENCE

case no.2022

What is this case file about?

It should be easy for children to get help if their rights aren't met. They need easy ways to complain so that things can be made better. They also need information about how to complain and adults they can go to if they need help. This adult could be a parent, a teacher, a youth-worker or maybe even a lawyer.

Why is it important to get help about your rights?

It's easier to fix a problem if children have information, easy ways to complain and adults who can help them. This is important because it helps protect children's rights.

"I think the process needs to be easier to challenge, waiting for a response for an email for 3 weeks is still quite long"

"It's important that children know about their rights so if someone disrespects them, they can stand up for them"

What should adults do?

There are lots of things adults can do to help children. Adults should:

- Make sure children know about their rights and what to do if something goes wrong.
- Speak to children about what help they might need.
- Have different ways for children to complain and make sure these are free, easy and quick for *all* children to use.
- Get training so adults understand how to help children better.
- Always try to get better, based on what children are saying.
- Help children speak to a lawyer if they need one.

"Having the right person, one adult to make a big change"

"Not all children should be expected to know what they are doing in court, like really young children"



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What's happening across Scotland?

Lots of organisations have been trying to make it easier for children to get help if they're not happy about something.

Have a look below to check out the evidence!

EVIDENCE #1

Care Inspectorate



The Care Inspectorate helps children living in care. It spoke to children about what would make it easier for them to speak up if something was wrong. Children said they didn't feel comfortable making a complaint over the phone. The Care Inspectorate changed things so children could complain by sending a text. They also made child-friendly leaflets so children knew about this.

[Learn more about the text-to-complain service here.](#)

2

EVIDENCE #2

My Rights, My Say

My Rights, My Say supports children aged 12-15 who need extra help at school. It helps them say what they need and what will help them learn. It helps them if they feel they've been treated unfairly.

[Learn more about My Rights, My Say here.](#)

EVIDENCE #3

Salvesen Mindroom Centre

The Salvesen Mindroom Centre helps autistic children have their views heard and challenge decisions they don't agree with.

[Find out more about Salvesen Mindroom Centre's services for children and young people here.](#)

What do you think?

We want to know what you think. This will help our next investigation!

- Do you have any ideas for how things should change?
- Are there any examples you want to share?

Let us know by emailing: info@togetherscotland.org.uk

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