



SCOTTISH
CHILDREN'S REPORTER
ADMINISTRATION

SCRA'S

COMMUNICATIONS

COMMITMENT



ENGAGING WITH CHILDREN
AND YOUNG PEOPLE

OUR COMMUNICATIONS WITH YOU WILL BE:

Understandable

Easy
to access

Rights
based

Timely

Helpful

Accurate

Protected
and secure

Right
for you

WE WILL WORK HARD TO MAKE SURE:

- Our communications with you are clear and understandable.
- We give you accurate and helpful information.
- We are easy to contact and available to answer any of your questions.





OUR PARTICIPATION PLEDGE

Before your Hearing we will

- Write to you to tell you about your Hearing and use language that is easy to understand.
- Whenever possible, write to you in plenty of time before your Hearing and provide you with all the information you need.
- Tell you that you have the right to be at your Hearing and also the right to ask not to be at your Hearing.
- Let you know that you can bring someone along with you to your Hearing.
- Make you aware of your rights and access to advocacy services.
- Make sure you have all the papers you need for your Hearing five days before it.
- Give you the opportunity to have your say and get your views across.
- Respect your privacy by keeping your information safe.
- Provide contact details so that you can speak to someone in the Reporter's office if you have questions.
- Invite you to have a Pre-Hearing visit at the Hearing centre and find out more about what going to a Hearing is like.

At your Hearing we will

- Tell you where the toilets are, where you can get water and if there is wi-fi available.
 - Let you know if there are any issues with timing – for example, if an earlier Hearing has overrun.
 - Make sure the Children's Reporter introduces themselves to you before your Hearing begins and check that you received your Hearing papers.
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- Tell you who will be at your Hearing and why they have been invited. You will be asked if there is anyone you expect to be there who isn't.
 - Ask you how you want to make your views known and what can be done to help make this happen. If you do not want to give your views we will respect that.
 - Ask if you have anything you want to give to the Hearing, for example an All About Me form.
 - Make every effort to ensure your Hearing starts and finishes on time and keep you informed of any delays.
 - Make sure that you are the most important person at your Hearing.
 - Make sure you have the chance to ask any questions and that these are answered.
 - Clearly explain the decisions made and what your rights are.

After your Hearing we will

- Ask if you have understood the decision made and what is to happen next, and if you have any questions you want to ask.
- Do what we can to provide a private space for you to speak to people after your Hearing if you would like it.
- Send you the written decision of the Hearing within five days and make sure it is clear and understandable.
- Explain your right to disagree with the decision and how to challenge it.
- Explain how you can ask for another Hearing to be arranged.
- Make you aware of your right to complain if you are unhappy in any way.



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