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1.2 Participation

STANDARD 3: Ensure that children's views/opinions are considered and acted upon, according to their age and maturity.

Indicator 3.1: Unaccompanied children are given safe and inclusive opportunities to express their views/opinions and for their views to be considered in line with age and maturity.

- ***Additional remarks****: The weighting for age and maturity is respected with regard to how those views are considered. Child reception staff may facilitate unaccompanied children to freely express their views by conducting individual and group meetings. Where relevant, a meeting report is drafted as a follow up. The child-friendly treatment by the staff members is important to create an environment conducive to child participation.*

Indicator 3.2: A well-publicised, confidential and accessible procedure for internal complaints is established for unaccompanied children within the reception facility.

- ***Additional remarks:*** *A simplified procedure is in place for unaccompanied children to make complaints on issues covering all reception conditions, including day-to-day care, housing, food, staff, leisure activities, etc. A complaint can be introduced orally or in writing by unaccompanied children and/or their representative. The outcome is communicated to the unaccompanied children and their representative.*

Indicator 3.3: Unaccompanied children are provided with feedback explaining how their input was considered and influenced actions at least once a month.

- ***Additional remarks****: Positive follow up information or an explanation as to why this has not happened (and how children's concerns could be taken forward in other ways) may contribute to conflict prevention*.

Good practice on participation/communication

It is considered good practice to:

- hold regular meetings with unaccompanied children to listen to their opinions and requests and to provide them with feedback of the actions taken.