

child

protection

complaints

A guide for Parents, Carers
and Young People
2007



Nottinghamshire
SAFEGUARDING
CHILDREN Board



NOTTINGHAM CITY
Safeguarding
Children BOARD

Safeguarding Children Board Complaints Procedure

A Guide for Parents and Carers Involved in the Child Protection Process

Introduction

The Nottingham City and Nottinghamshire County Safeguarding Children Boards want to provide a good child protection service to children, parents and carers. However sometimes parents/carers and occasionally children may wish to complain.

The First Step

Your first step should be to try and speak to the person (or someone else in the same agency) who you feel did not provide a good service and tell them why you are unhappy.

Often by talking through your complaint it can be resolved. If you are still unhappy with the response you may want to take your complaint further.

If your complaint is:-

- Regarding a person or service provided, your complaint needs to be made directly to the organisation using their complaints procedure. You can ask a member of staff for their help on how to do this
- About the child protection process this may need to be considered by the Safeguarding Children Board Complaints Procedure

Complaining about how a Child Protection Conference was run or the Outcome

You can use the Safeguarding Children Board Complaints Procedure to complain about:-

- The process of the conference (how it was organised and run)
- The facts used to decide the 'category of the primary concern' (the main type of abuse which the conference members agree has happened)



- The decision about whether a child should have a child protection plan or not
- The decision to continue with a child protection plan instead of stopping it

The complaints procedure is not an

appeal process against a decision that you do not agree with. It cannot be used to re-consider and overturn decisions that have been arrived at in a fair, reasonable and proper manner.

What to do if you wish to Complain using the Safeguarding Children Board Complaints Procedure

- If you feel able, raise your concerns during or at the end of the conference
- If you are still unhappy, put your complaint in writing and send it to the manager of the person who chaired the conference. Your social worker will tell you who this is

Whilst your complaint is being considered, the decision of the conference will stand and the child protection plan will continue:-

There are three stages that are used to consider your complaint

STAGE ONE

PROBLEM SOLVING

The manager of the Conference Chair will make enquires and respond to you within 10 to 20 working days.

STAGE TWO

AN INDEPENDENT PERSON

If the complaint remains unresolved you need to write to the

Safeguarding Children Board (SCB) Manager within 20 days. (Your social worker will give you their contact details).

The SCB Manager will ask an independent person referred to as the Investigating Officer to look at the details of your complaint. The Investigating Officer will want to meet you and anyone else relevant to the complaint to get more details to:-

- Help with their assessment and see whether you need any assistance in pursuing your complaint
- Discuss what you would want to happen and give a view on what should happen to resolve the complaint

The Independent Officer will write a report within 25 working days. The report will be sent to a senior manager and member of the Safeguarding Children Board called an Adjudication Officer.

The Adjudication Officer will prepare a response to the report on behalf of the Board and offer to meet you to discuss this.



STAGE THREE

A REVIEW OF THE COMPLAINT BY PANEL

If you do not agree with the decision of the Adjudication Officer you need to inform the SCB Manager in writing with your reasons within 20 working days.

The SCB Manager will arrange for a panel of 3 Safeguarding Board members and a legal representative to meet within 30 working days.

You will be invited to the Panel meeting, (unless there are exceptional circumstances in which case we will write to you telling you why).

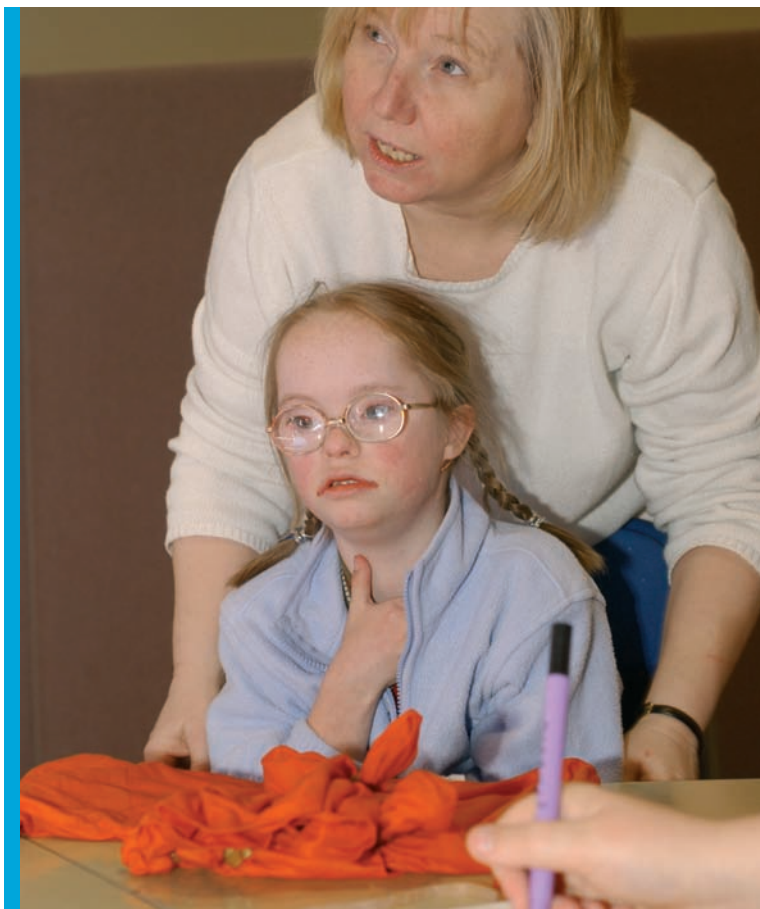
You can send a representative if you do not want to attend.

All the information will be considered by the panel and they will listen to your views.

The panel members may

- Agree with your complaint and make recommendations which may include a Child Protection Conference being re-convened with a new Chair Person
- Not agree with your complaint

This is the final stage of the procedure. If you are still not happy, you have the right to complain to the Ombudsman. You will be given information about how to do this.



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