

Child Protection Conferences

Your Right to Make a Complaint

A guide for Parents, Care-givers, Children and
Young People

July 2021

WHAT IS THIS GUIDE ABOUT?

Parents, caregivers and children/young people who are involved in a multi-agency child protection conference may make a complaint in relation to one or more of the following:

- The process of the conference and whether it followed the correct procedures;
- The registration decision, including the category of registration;
- The decision not to register or to de-register.

This procedure does not deal with complaints that include:

- Any other concerns or complaints about a particular agency,
 - Services that are delivered by individual agencies
- Complaints about an individual officer or their conduct.

These complaints should be made via the relevant agency's complaints process.

Complaints in relation to the written record of the conference should be directed to the person who chaired the conference.

Any other complaints about the child protection process should be directed to the relevant local authority.

WHO CAN MAKE A COMPLAINT?

Anyone directly involved in the child protection process can make a complaint. If it is decided that the complaint is not appropriate then you will be given the reasons for this in a letter.

HOW DO I MAKE A COMPLAINT?

Stage 1

You should discuss your concerns with the person who chaired the conference. You can do this either immediately following the conference, or by telephoning or in writing.

The Chair will attempt to resolve your complaint within 10 working days and will write to you to confirm what has been agreed.

If your complaint is about the person chairing the conference, you should contact the local authority Manager for Child Protection (the Conference Chair will advise you of who to contact) who will attempt to resolve the complaint within 10 working days. Again, a letter will be sent to you to confirm what has been agreed.

If the complaint is not resolved, the local authority Manager for Child Protection will provide you with an opportunity to proceed to the next stage.

Stage 2

The complaint at this stage will need to be made in writing. You can do this by using the form attached to this guidance. You may want to get help or support from someone else you trust in filling out the form—this could be a friend, family member, your Solicitor or your Social Worker.

A Complaints Panel will then be arranged.

THE COMPLAINTS PANEL

You will be invited to attend or to speak to the Panel. You can bring someone with you to support you.

The Complaints Panel will consist of a minimum of three representatives from agencies who have not had direct involvement in your case.

DECISION OF THE PANEL

The Panel has 25 working days from the date that the complaint was **signed** to inform you, in writing, of their findings.

The Complaints Panel will decide:

- Whether the process followed complied with the Wales Safeguarding Procedures;
- Whether the decision that is being complained about followed reasonably from the proper observation of the procedures;
- Whether the decision that is being complained about followed reasonably from the information available to the conference.

Please note that the Complaints Panel cannot change the decision of the conference, but can request that the original child protection conference is reconvened to take account of the Panel's findings. A different conference chair will be nominated and the conference reconvened within 15 working days of the panel decision. The original conference decision will remain in place until the reconvened conference has taken place.

UNRESOLVED COMPLAINTS

The Inter-Agency Safeguarding Complaints Panel is the final stage of the Safeguarding Complaints Procedure. If the complainant remains dissatisfied with any individual agency in relation to a child or adult protection conference then he / she may contact the Public Service Ombudsman for Wales.

Public Services Ombudsman for Wales, 1 Ffordd yr Hen Gae, Pencoed, CF35 5LJ
Tel: 0300 790 0203 Fax: (01656) 641199

Appendix 1 - Cwm Taf Morgannwg Safeguarding Board Complaint Form

Name of person involved:	
Address:	
Date of meeting (if applicable):	
Chair of meeting (if applicable):	
Name of person making the complaint:	
Relationship to the person above:	
Address:	
Telephone number:	
E-mail address:	

Please provide details of your complaint below (continue on a separate sheet if required):

Signed:	Date:
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Please return to:

Cwm Taf Morgannwg Safeguarding Board Manager
Nikki.kingham@rctcbc.gov.uk