

- You should do this within 14 days of receiving the letter from the Audit and Review Manager
- The Policy Officer will meet you within 14 days of receiving your letter to confirm the details of your complaint.
- A panel of two people (one from Specialist Services and one from a member agency of the PSCB) will be arranged to look at all the information. Neither will have had any previous involvement in your case.
- This panel will meet within 21 days of your meeting with the Policy Officer to consider your complaint. The panel will review whether the procedures have been properly followed and if your complaint is justified or not.
- The Policy Officer will then inform you in writing of the recommendation of the panel and you have 14 days in which to respond. The Policy Officer will help you make your response if you wish.
- The panel's recommendation and your response will then be sent to the Chairperson of the PSCB. He/she will review the information and respond within 7 days of receiving the information. He/she will let you know whether your complaint is upheld and whether the conference should be reconvened.
- The Policy Officer will let you and the conference chairperson know what decision was made.

Can I still take it further?

If you are still dissatisfied, you can contact your Local Government Ombudsman. Your social worker will give you information about this.

If you would like more explanation about the complaints procedure, please contact:

Judy Jones, Policy Officer
2nd Floor
Bayard Place
Broadway
Peterborough, PE1 1FD
Tel: 01733 746054



How to complain about a Child Protection Conference

Who can complain?

- Anyone who is invited as a parent/carer/young person to a child protection conference.
- A parent can include a birth father who does not have Parental Responsibility. The social worker will advise you if you are unclear about whether you have Parental Responsibility

What can I complain about?

Complaints can be made about the following:

A. The process of the meeting

You are complaining because:

- Key people were not invited to the conference
- Important information was not available for the meeting
- Conference members did not give enough attention to some of the information.

B. The outcome of the conference

What can't I complain about?

If you have a complaint about the decision to exclude you from attending the conference or a complaint about the social worker, please:

- Speak in the first instance with the Child Protection Co-ordinator who chaired the conference.
- OR
- Speak to your social worker
- If you are still unhappy and wish to pursue your complaint through the Specialist Services Complaints Procedure, your social worker will give you a leaflet to enable this to happen.

If you believe that the wrong decision was made because you were excluded from or not invited to the conference, you should use the Child Protection Complaints Procedure

What can happen if my complaint is upheld?

At any stage in the complaint, a decision can be made to reconvene the conference (hold another one) if it is agreed your complaint is justified.

What happens whilst a complaint is being dealt with?

The decision that was made at the conference will stay the same and if a child protection plan was agreed, it will be followed until your complaint has been resolved.

STAGE 1 How do I make a complaint?

- Within 14 days of receiving the conference minutes, you should telephone, write to or meet the chairperson of the conference to explain that you do not agree with the decision.
- If you were excluded from attending, you should contact the chairperson within 14 days of being told the result of the conference
- If you were not invited, you should contact the chairperson within 14 days of finding out that a conference was held.

We hope, through discussion with the chairperson of the conference, that your complaint can be resolved.

What if I'm not satisfied?

- If you are not satisfied, the chairperson will inform his/her manager – the Audit and Review Manager – who will meet with you within 14 days of being informed.
- The Audit and Review Manager will listen carefully to your complaint and can decide to reconvene the conference if they agree your complaint is justified.
- He/she will write to you within 14 days of meeting you to inform you of his/her decision

STAGE 2 What if I'm still not satisfied?

- If you are still not satisfied, you can write to the chairperson of the Peterborough Safeguarding Children Board and ask for an independent review of the decision. The chairperson can be contacted through the Policy Officer at the following address:

PSCB Policy Officer,
2nd Floor,
Bayard Place,
Broadway,
Peterborough, PE1 1FD,
Tel: 01733 746054