

Child Protection Conference complaints

This leaflet is designed to help parents or young people who have been involved with a Child Protection Conference and are unhappy with one of the following:

- how the Conference was run
- the process of the Conference
- the factual basis of any decisions taken
- the decision to make a child the subject of a child protection plan or to remove a child from a Child Protection Plan.

When children/young people and their parents/carers are involved in a Child Protection Conference, they may find that it is a particularly difficult and anxious time and will experience a range of feelings and emotions. They may not entirely agree with what is being said by the professionals involved, and the judgements they have made about what has actually happened.

It is important, when dealing with child protection concerns, that everyone involved can feel comfortable and able to express their point of view. Decisions should only have been made following a full and fair discussion of events with everyone having had an opportunity to give their views and be heard.

Professionals involved in organising and who participate in conferences must follow the guidance endorsed by the Lambeth Safeguarding Children Board (LSCB) so that fair and reasonable decisions are made based on accurate and full information.

The purpose of the complaints procedure is to provide a remedy to families in cases where a conference has not been conducted within the rules and this has led to an unfair or unreasonable outcome.

If you think that your complaint meets the requirements stated above, you should put your complaint in writing and send it to the Chair of the Child Protection Conference.

If your complaint is not about a Child Protection Conference, please contact the relevant agency. If the complaint is about Children and Young People's Service please send your complaint directly to the Complaints Manager for the department. All contact addresses are at the end of the leaflet.

Please note that whilst your complaint is being considered, and resolved, the decision of the Conference will stand, and the key worker identified by the Conference will continue to implement the child protection plan.

Your complaint will be acknowledged within three working days. If necessary, you will be contacted for further information within 10 working days. The Service Manager of the Independent Reviewing Team and the Conference Chair will both be informed of the complaint, and will decide whether it can be dealt with under the Conference complaints procedure.

If your complaint cannot be dealt with under this procedure, you will be notified of this in writing. For example, if the complaint is about the actions of a specific agency your complaint will be sent to that agency to be dealt with under its own complaints procedure.

Informal stage

The Service Manager of the Independent Reviewing Team and the Conference Chair will attempt to resolve the complaint by meeting with you. The Service Manager will write to tell you the outcome within five working days of the meeting. If you are not happy with the outcome, you must let the Service Manager know within five working days of receiving the letter.

Inter-agency panel

If you continue to be dissatisfied with the outcome or conduct of a Conference based on the reasons already set out, then the Service Manager of the Independent Reviewing Team will arrange for a special inter-agency panel to meet to consider your complaint. This will take place within 15 working days and panel members will be representatives from the agencies participating in the LSCB.

The panel will consider:

- how the Conference was conducted, and whether the procedures were followed properly
- whether it was reasonable to come to the decision about the need for a Child Protection Plan.

If your complaint is not upheld, the Chair of the inter-agency panel will inform you in writing, giving reasons for the decision, within five working days of the panel meeting.

Reconvened Case Conference

If your complaint is upheld another case conference will be held, involving the same participants. The only difference is that there will be a new independent Chair.

The new conference will be held within 15 days of the inter-agency panel meeting and you will be informed of the decision to hold a new Conference under a different Chair.

The reconvened conference will consider the recommendations of the inter-agency panel, and decide:

- whether your child should be the subject of a Child Protection Plan, and if so:
- the relevant category of abuse or neglect.

Final Resolution

If you continue to be dissatisfied after the reconvened case Conference, you may request that the inter-agency panel reviews the position. Arrangements will be made for the inter-agency panel to meet again within 15 days of your request for a review.

An independent person will Chair this inter-agency panel review meeting.

You will be informed, in writing, of the outcome of the panel's review within five working days.

The decision of the review panel is final.

Contact details

To complain about a Child Protection Conference contact the Child Protection Conference Chair at:

Quality Assurance Team
5th Floor
International House
Canterbury Crescent
Brixton SW9 7QE
Tel: 020 7926 6508

If your complaint is not about a Child Protection Conference please contact:

CYPS Complaints Manager
1st Floor
International House
Canterbury Crescent
Brixton SW9 7QE
Tel. 020 7926 9777



Child Protection Conference Complaints information

Spanish

Si desea esta información en otro idioma, rogamos nos llame al 020 7926 5555

Portuguese

Se desejar esta informação noutra idioma é favor telefonar para 020 7926 5555

French

Si vous souhaitez ces informations dans une autre langue veuillez nous contacter au 020 7926 5555

Bengali

এই তথ্য অন্য কোনো ভাষায় আপনার প্রয়োজন হলে অনুগ্রহ করে ফোন করুন 020 7926 5555

Twi

Se wope saa nkaeboy yi wo kasa toforo mu a fre 020 7926 5555

Yoruba

Tí ẹ ba fẹ ìmoràn yíí, ní èdè Òmíràn, ẹjọ, e kàn wà l'ágogo 020 7926 5555

If you would like this information in large print, in Braille, on audio tape or in another language, please phone 020 7926 5555.