



## North Wales Safeguarding Children's Board

### Information for:



### Parents/Carers and Young People about Child Protection Conference Complaints

#### *This leaflet lets you know:*

- Who can complain
- What you can complain about
- How to complain
- What to expect if you do complain

## Who Can Complain?

Anyone directly involved in the child protection process can make a complaint, such as:

- Any parent, carer or person with parental responsibility\* has a right to complain
- Any child or young person who has attended a child protection case conference and is able to understand what is happening has a right to complain
- A person acting on behalf of a parent, carer or person with parental responsibility or a child provided as long as they agree and understand

*\* Parental Responsibility (PR) means all mothers and most fathers have legal rights and responsibilities as a parent*

## What Can You Complain About?

You can complain for 3 reasons, and **only** these reasons:

1. You don't think proper process was followed; the Wales Safeguarding procedures were not adhered to.
2. You don't agree with the reason why the child was registered; this is known as "category of registration".
3. You don't agree with the decision to put a child on the child protection register, or take them off the register

## Other Complaints

You may be unhappy about something else that has happened or not happened. If so, the Local Authority's Complaints Department will be able to help.

## How Do You Make a Complaint?

- Contact the Conference Chair within 14 working days of receiving the full conference minutes.

## **What Happens Once I Have Complained?**

- The Chair will attempt to resolve the complaint within 10 working days of receiving the complaint. If the matter is resolved, the Conference Chair will send a response letter to you confirming the agreed resolution. This is known as Stage 1 Informal Resolution.
- 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 and make the referral to the Safeguarding Board. This will need to be in writing.
- The Safeguarding Board will circulate all documentation from the original meeting to members of the panel including the original complaint and any action already taken to resolve the complaint under Stage 1, any relevant reports and the written record(s) of the meeting in question.

## **Inter-Agency Conference Complaints Panel**

- The Multi Agency Conference Complaints Panel is made up of people from different agencies who sit on the Safeguarding Board, for example, the Police, the Health Service and the NSPCC. No one will have been involved in your case.
- You will receive an invitation to Inter-Agency Conference Complaints Panel.
- The Inter-Agency Conference Complaint Panel will be held the same locality as the Conference.

If you attend the Inter-Agency Conference Complaints Panel, you can:

- Give evidence to support your complaint. You can do this in writing, or you can just tell the panel why you are unhappy.
- You can bring someone with you to support you, for example a friend or family member or a legal representative.

If you do not attend the Inter-Agency Conference Complaints Panel:

- You can still send evidence to support your complaint.

Please let the Safeguarding Board know if you want anyone else to come along, so that we can make sure the room is suitable, and so that we can plan the meeting properly.

The panel will consider:

- Whether the process followed adhered to 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 original conference.

The Panel cannot change the decision of the conference, but can reconvene the child protection conference to take account of the Panel's findings.

### **What Happens After the Multi-Agency Conference Complaints Panel?**

- The panel will let you know, in writing, whether they think you have reason to complain or not. If they think you have reason to complain, they will 'uphold' your complaint, and tell you why.
- If the panel thinks you do not have reason to complain, they will 'not uphold' your complaint, and will tell you why, in writing
- The decision of the independent complaint panel will be made within 25 days of the date you signed your complaint

### **What The Panel *CANNOT* Do:**

The panel ***CANNOT*** remove a child's name from the child protection register; this can only be done at a Child Protection Case Conference.

## What The Panel **CAN** Do:

If your complaint is upheld the panel will recommend the Child Protection Conference is reconvened. A different conference chair must 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.

## If You Are Still Not Satisfied:

In the case of North Wales Protocol for the Management of Complaints Relating to Child Protection Conferences, the decision of the panel is final. No further complaints / appeals can be made to the Safeguarding Board following the decision of the panel.



<http://www.northwalessafeguardingboard.wales/>