

How do I make a complaint?

The first step is to try to resolve the complaint through the conference chairperson.

The name, address and contact details of the chairperson are on page 5 of this leaflet.

What will happen next?

The chairperson will arrange to meet with you. They will clarify the nature of your complaint and try to resolve it within 14 days.

The chairperson will write to you with the outcome. Copies of this letter will be sent to the NYCC Complaints Officer and to the Safeguarding Children Board Manager. If resolved to your satisfaction, there will be no further action.

My complaint is about the chairperson – what should I do?

In this situation, you should contact the manager of the chairperson. They will arrange to meet with you and try to reach a satisfactory solution to the complaint.

What is the next stage of the complaint's process?

If the complaint has not been resolved to your satisfaction then a Review Panel will be arranged within 28 days.

The Panel will be made up of at least three members of the Safeguarding Children Board from different agencies. A senior manager of the Review and Quality Unit from the Children and Young People's Service will also be there.

Can I attend?

It is important that you do attend the Panel. You will have an opportunity to speak about your concerns to the members of the panel directly.

You can bring a supporter with you to this meeting. This would be someone you trust - possibly a relative or family friend. Sometimes a solicitor will agree to support you at Panel and this is accepted.

What will the Panel do?

The Panel will look at the conference minutes and the steps that have already been taken to resolve the complaint. The Panel will look at what hasn't been resolved and will ask what you hope for as an outcome of your complaint.

If the Panel decides that your complaint is founded, they can reconvene the child protection conference with a different chairperson. The meeting will look again at the issues of registration in the light of issues raised in the complaint process. You will be informed of the Panel decision within 28 working days.

How to Complain



Look for this symbol

We want you to be able to read our information. Wherever you see this symbol, on request, we will translate our information into any of the following formats:



Large print or on C.D. rom



Written using Symbols or Braille



Audio cassette



Another Language



Help with sign language

Contact Details:

The chairperson of the child protection conference:

Name

Address

Contact Number



The manager of the chairperson:

Name

Address

Contact Number



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What if Panel decides my complaint is not founded?

Once you receive notification of the Panel decision, the Complaints Manager for the Children and Young People's Service will advise you that any further concerns should be taken up with the Local Government Ombudsman. The Ombudsman will not be able to look at issues about professional practise but he or she will address how your complaint has been dealt with.

In all our actions we will put the safety and well being of children first. The Child Protection Conference is central to safeguarding children and we aim for the highest standard of practise in each and every meeting.

This leaflet explains how to make a complaint about a Child Protection Conference. You should have received it with your invitation to the conference and along with the leaflet about how the meeting will be run.

It is the intention of the North Yorkshire Safeguarding Children Board (NYSCB) that all complaints about child protection conferences are dealt with fairly and as quickly as possible.

Who may complain about a conference?

A complaint can be made by the child or young person whom the conference is about, their parent or their carer.

What issues are covered by the NYSCB complaints process?

The process is designed to deal with complaints about:

- The conference meeting itself,
- The decisions that were made by the conference, including the choice of category for registration.
- The decision by the chairperson to exclude any person (other than supporters) from the conference.

If your complaint is about something else, for example about the actions of staff from the Children and Young People's Service, the Police or a health trust, then you should make your complaint to that agency. It will then be dealt with through their complaint's procedure.