

# Child Protection Conference Complaints

## Information for parents and carers

### When should you use this process ?

This guidance is designed to help parents, carers or young people who have been involved with a Child Protection Conference and are unhappy about:

- the way 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 the child protection plan.

It will tell you what to do if you want to make a complaint. It also tells you how we will respond and in what timescales.

If your complaint is about an individual professional and their involvement in the child protection process, you should contact them, or their organisation, directly.


### What do I need to do ?

#### **Step 1 – Informal stage**

Please put your concerns in writing to the Quality and Improvement Unit in Children's Social Care (all contact details are below / overleaf – please delete accordingly) within 28 days of the Child Protection Conference. The complaint will be acknowledged within 3 working days.

The Group Manager of the Independent Reviewing Unit will be informed of the complaint who will get in touch with you within 10 working days to arrange a meeting to discuss your concerns.

The Group Manager will give you feedback within 5 working days of the meeting. If you think that your concerns have not been addressed, you should let the Head of Safeguarding know within 5 working days of receiving the letter. The Head of Safeguarding will then follow Step 2 as outlined below.



## Step 2 – Multi-agency panel

In such cases when you think that your concerns have not been addressed, the Head of Safeguarding will arrange for your complaint to be considered by a panel of senior officers which will include members of the City and Hackney Safeguarding Children Board. The meeting should take place within 15 working days of receipt of your letter but please note it may take longer in special circumstances.

### The panel will consider:

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

Please note: The panel cannot change decisions about child protection plans.

If your complaint is upheld, the panel will recommend that any further Child Protection Conferences are chaired by a different Chair or that a Review Conference is arranged earlier than planned. You will be informed in writing about the decision within 5 working days of the panel meeting.

If your complaint is not upheld, the chair of the multi-agency panel will inform you in writing, giving reasons for the decision, within 5 working days of the panel meeting.

## Step 3 – If not resolved

If you feel that your complaint has not been resolved, then you will need to speak to one of the following:

- A solicitor who can advise you on other remedies that you can use to complain against the local authority. The Citizens Advice Bureau can help you find a suitable solicitor.
- The local government ombudsman.



### Contact Details

Please address all correspondence to:

Children and Young People's  
Quality and Improvement Unit  
Hackney Service Centre  
1 Hillman Street,  
London  
E8 1DY  
Tel. 020 8356 5800

[children.complaints@hackney.gov.uk](mailto:children.complaints@hackney.gov.uk)

