

# Child Protection Conference Complaints Representation by professionals

This document aims to answer questions that you may have about our Access and Assessment Service now that we are working with you and your family.

## When should you use this process ?

This guidance is designed to help professionals who have been involved with a Child Protection Conference and would like to comment upon:

- 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.

If your concern relates to 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

In the first instance, a professional should attempt to resolve differences or address their concerns through discussion and/or meeting with the Child Protection Conference Chair within one working week.

### Step 2 – Line managers

If the professional and Child Protection Conference Chair are unable to resolve differences or address concerns within the timescale, their concern must be addressed by more senior staff. The professional's line manager should be informed and decide whether or not to raise concerns with the Group Manager of the Independent Reviewing Unit and seek resolution at this level. The line manager should seek advice from their agency's designated child protection adviser if necessary.

### Step 3 – Heads of service

If agreement cannot be reached following discussions between the Group Manager and line manager within a further working week, the issue must be referred without delay through to the Head of Safeguarding and the equivalent head of service from the other agency.



#### **Step 4 – Quality Assurance sub-committee**

In the event that the issue is not resolved by the steps described above, the Head of Safeguarding will arrange for these concerns to be considered at the Quality Assurance sub-committee of the City and Hackney Safeguarding Children Board. The sub-committee consists of senior representatives from the partner agencies of the Board. This will take place at the next scheduled meeting which take place on a bi-monthly basis.

The sub-committee 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.

If the concerns are considered to be reasonable, feedback will be provided to the Conference Chair and to the Board if necessary and a recommendation should be made about whether or not the conference should be reconvened or brought forward. Feedback will also be shared with the Quality and Improvement Unit.

