

## **Complaints about Gateshead Local Safeguarding Children Board (LSCB)**

Parents/carers and children (with sufficient understanding) may feel that the LSCB is acting against the interests of vulnerable children and wish to make a complaint about the way that Gateshead LSCB discharges its functions.

The LSCB has a role in co-ordinating and ensuring the effectiveness of local individuals' and organisations' work to safeguard and promote the welfare of children, it is not accountable for their operational work, and any complaints about the operational work of one of Gateshead LSCB's partners should initially be directed through their own complaints procedures.

In the event of a complaint against Gateshead LSCB related to the discharging of its functions the complainant should write to the LSCB Independent Chair at the address listed on the LSCB website. The Independent Chair will then give due consideration and take any remedial action necessary.

Further information on the objectives and functions of LSCBs can be found in Chapter 4 of these procedures and in the Government guidance *Working Together to Safeguard Children* (2015).