



child protection complaints

A guide for Parents, Carers
and Young People
2014



Nottinghamshire
SAFEGUARDING
CHILDREN Board

Working in Partnership to Safeguard Children & Young People

Nottinghamshire Safeguarding Children Board Complaints Procedure

A Guide for Parents and Carers Involved in the Child Protection Process

Introduction

The Nottinghamshire Safeguarding Children Board (NSCB) expects good quality child protection services to be provided for children, parents and carers. However sometimes parents/carers and occasionally children may wish to complain. For further details of the complaints procedure please see the NSCB - Safeguarding Children Procedures which are available on the NSCB website www.nottinghamshire.gov.uk/nscb

The First Step

Your first step should be to try and speak to the person (or someone else in the same organisation) who you feel did not provide a good service and tell them why you are unhappy. Often by talking through your complaint it can be resolved. If you are still unhappy with the response you may want to take your complaint further.

If your complaint is:-

- Regarding a person or service provided, your complaint needs to be made directly to the organisation using their complaints procedure. You can ask a member of staff for their help on how to do this
- About the child protection process, this may need to be considered by the Nottinghamshire Safeguarding Children Board complaints procedure

Complaining about how a Child Protection Conference was run or the outcome

You can use the NSCB complaints procedure to complain about:-

- The process of the conference
- A decision for the child to become, or not to become, the subject of a child protection plan or a decision to continue, or discontinue, a child protection plan

- The category of primary concern agreed as the reason for the child protection plan.

The complaints procedure is not intended to be used as a way of re-considering or overturning decisions that have been arrived at in a fair, reasonable and proper manner.

What to do if you wish to complain using the safeguarding children board complaints procedure

- If you feel able, raise your concerns during or at the end of the conference
- If you are still unhappy, you can put your complaint in writing or speak to a member of staff.

You can contact us by:

☎ 0300 500 80 80
Monday to Friday: 8am to 8pm
Saturday: 8am to 12 noon

✉ complaints@nottssc.gov.uk

✉ [www.nottinghamshire.gov.uk/
commentsandcomplaints](http://www.nottinghamshire.gov.uk/commentsandcomplaints)

☰ Complaints and Information Team,
County Hall, West Bridgford,
Nottingham NG2 7QP



Phone 0300 500 80 80 if you need the information in a different language or format.

Whilst your complaint is being considered, the decision of the conference will stand and the child protection plan will continue.

There are three stages that are used to consider your complaint:-

STAGE ONE

Problem solving - the manager of the conference chair will make enquires and respond to you within 10 to 20 working days.

STAGE TWO

If the complaint remains unresolved a person independent of social care, referred to as the investigating officer, will look at the details of your complaint.

The investigating officer, will want to talk to you and anyone else relevant to the complaint to get more details to:-

- Help with their assessment and see whether you need any assistance in pursuing your complaint
- Discuss what you would want to happen and give a view on what should happen to resolve the complaint

The investigating officer will write a report which will be sent to you and a senior manager who will prepare a response to the report on behalf of the Council/NSCB and offer to meet you to discuss this.

STAGE THREE

If you remain dissatisfied it may be possible for your complaint to be reviewed by a panel of 3 independent people, one or more of whom may be NSCB members.

You will be invited to the panel meeting, and can have a supporter with you if you wish. All the information will be considered by the panel and they will listen to your views.

The panel members may

- Agree with your complaint and make recommendations which may include a child protection conference being re-convened with a new chair person
- Not agree with your complaint

This is the final stage of the procedure.

www.nottinghamshire.gov.uk/caring/protecting-and-safeguarding/nscb

