

## Child Protection Conferences: Making a complaint

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## Making a complaint

### Step 2

If you are unhappy with the response from the Chair, you will need to write to the Complaints Manager within 20 days of receiving your notes. Their address is:

**Children and Young People's  
Services Complaints Team  
County Hall  
West Street  
Chichester PO19 1RQ  
Phone: 01243 777625**

The Complaints Manager will arrange a meeting within 20 days of your contact to consider your complaint.

At this meeting there will be a panel of at least three representatives, from at least two different agencies (such as health, education, police, or children's social care). They will consider your complaint independently and will not have had any direct involvement in your child's case.

The panel will have copies of all relevant records, reports and correspondence, and details of all the people involved in the conference.

You can be at this meeting if you want to. The Complaints Manager will give you more information about this, and will make sure The Complaints Manager will give you more information about this.

## Child Protection Conferences: Making a complaint

If you are a parent or carer who has attended a child protection conference and are unhappy about:

- the way the meeting was managed, or
  - the decisions that were made
- then this leaflet tells 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 another professional or their involvement in the child protection process, you will need to contact them, or their agency, directly.

### What do I need to do?

If possible, try to speak with the Chair of the Conference immediately after the meeting, or by telephone within a few days.

The Chair will listen to your concerns and do their best to respond to your complaint. However, the Chair cannot change the decision that was made in the conference.

If you are still unhappy then you will need to do the following:

### Step 1

Please put your concerns in writing.

Address your letter to the Chair of the Conference and send it to:

Child Protection Unit  
Durban House  
Durban Road  
Bognar Regis  
West Sussex PO22 9RE

You must send your letter within 10 days of receiving the Chair's Record.

When the Chair gets your letter, they will inform the Senior Child Protection Manager, Social Services Complaints manager, and all the professionals who attend the conference about the complaint.

The Chair should then meet with you within 10 working days of getting your letter. You can bring a friend or relative to support you if you want.

There will be someone at this meeting who will take notes. The Chair will make sure that they understand why you are unhappy and what you would like to happen next.

The Chair will then respond to your complaint in writing, and include a copy of the notes from the meeting, within 10 working days.

