

5.3.18 Complaints by service users

Parents and, on occasion, children, may have concerns about which they wish to make representations or complain, in respect of one or more of the following aspects of the functioning of child protection conferences:

- The process of the conference;
- The outcome, in terms of the fact of and/or the category of primary concern at the time the child became the subject of a child protection plan;
- A decision for the child to become, to continue or not to become, the subject of a child protection plan.

Complaints about aspects of the functioning of conferences described above should be addressed to the conference Chair. Such complaints should be passed on to the Chair's manager in the Safeguarding Unit and the team manager of the Complaints and Quality Standards team. If the subject matter of the complaint cannot be immediately resolved an inter-agency panel will be formed composed of senior representatives from WSCB member agencies. The panel will consider whether relevant inter-agency protocols have been observed correctly and whether the decision that is being complained about follows reasonably from the proper observation of the protocol.

Whilst a complaint is being considered, the decision made by the conference stands.

The outcome of a complaint will either be that a conference is re-convened under a different Chair, that a review conference is brought forward or that the status quo is confirmed along with a suitable explanation.

Complaints about individual agencies, their performance and provision (or non-provision) of services should be responded to in accordance with the relevant agency's own complaints management process.