

Complaints in relation to Child Protection Conferences

A guide for
parents/carers/guardians in
Warwickshire



Warwickshire
Safeguarding

A Child Protection Conference has been held to discuss your child/children. (The rest of this leaflet will refer to ‘your child’ even though you may have more than one child who is subject of a conference).

The conference may have decided that your child should be made subject to a Child Protection Plan.

You have the right to complain about this decision. This leaflet will explain how.

If you are unhappy about something else, please talk to your social worker or their manager in the first instance.

Complaints about individual agencies, their performance and provision (or non-provision) of services should be responded to in accordance with [Warwickshire’s Social Care Complaints and Representations Policy & Procedure for Children Young People and Families](#)

Complaints by parents/carers/guardian

Parents/carers/guardians and on occasion, children may wish to make representations or complain (please see separate leaflet for children) in respect of one or more of the following aspects of the functioning of child protection conferences:

- The process of the conference; for example, you think the information upon which the decision was made was incorrect;
- The initial decision that your child should be subject to a Child Protection Plan or should continue to be subject to a Child protection Plan was incorrect;
- The category of harm agreed at conference was incorrect;
- The decision that your child should no longer be subject to a Child Protection Plan was incorrect.

Who can complain?

- The child, if they are of sufficient age and have enough understanding (please see separate leaflet for children);
- the parent of, or anyone with parental responsibility for, the child;
- Anyone else who the local authority thinks has sufficient interest in the welfare of the child.

Who should I complain to?

Complaints should be addressed to the conference Chair who will liaise with the appropriate social worker in the children's team. All parties must be made aware that:

- this complaints process cannot itself change the decision to have a Child Protection Plan;
- during the course of the complaints process, the decision made by the conference stands.
- the decision of conference will only be re-considered if your complaint is upheld and a Review Child Protection Conference supports this decision.

What will happen?

You will be notified by the Chair in writing of the outcome of the complaint.

The end result for a complaint will be either that:

- a conference is re-convened under a different conference chair;
- a Review Conference is brought forward;
- the decision made at conference stands;



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[Children and Families Feedback](#)