

FINALLY....

If you are still unhappy and want to take your complaint further, you will have to talk again to the **Complaints Manager**, who is allowed to call another panel if they think the complaint still has not been resolved.

If the **Complaints Manager** does not agree to call another panel you will have to contact someone called the **Local Government Ombudsman**, or even contact a **Court of Law** and apply for a **Judicial Review**. The **Ombudsman** is independent of the Council and will investigate complaints if people feel the Council has not been listening to them.

The Court of Law can order a **Judge** to listen to all sides of the complaint and making a decision about whether things have been handled properly.

Here are the addresses you will need if you want to complain:

All **Child Protection Conference Chairs** are based at-

Silver Birch House,
Uplands Business Park
Blackhorse Lane,
Walthamstow, E17 5SD
Telephone: 0208 496 8279

The **Child Protection Manager** is at this address as well. The Manager's telephone number is 0208 496 3245.

The Complaints Manager is based at-

Children and Families
Children's Services
Silver Birch House
Uplands Business Park
Blackhorse Lane Walthamstow E17 5SD
Telephone 0208 496 3249

Waltham Forest Local Safeguarding Children Board

HOW TO MAKE A COMPLAINT ABOUT A CHILD PROTECTION CONFERENCE: INFORMATION FOR CHILDREN AND YOUNG PEOPLE



If you have been the subject of a **Child Protection Conference** and you are not happy about something, you should contact the **Chair** of the Conference and tell them about it.

If you are still not happy with what they tell you, write to the **Chair** within **28 days** of receiving the notes ("minutes") from the Conference. You can get an **advocate** to help you do this. If you prefer not to **write**, you can **ring** or **email** instead.

STAGE 1

The **Chair** will meet with you within **7** working days. You can be supported by a **friend** an **advocate** or a **relative**. Notes will be made of this meeting. Those who were involved in the conference and the **Complaints Manager** will be informed you have complained but will not attend this meeting.

After the meeting the **Chair** will write to you within **7** working days with the notes from your meeting and letting you know what he or she thinks. If you are still not happy you can move to **Stage 2** and the **Chair** will explain how to do this.

STAGE 2

To go to **Stage 2** you will need to contact the **Complaints Manager** within **28 days** of the decision from Stage 1, and say why you are still not happy. The address is on the back of this leaflet. (Someone from our unit will be in touch with you before the 28 days is up, just to remind you)

Within 28 days, the **Complaints Manager** will get together a **Panel** of 3 people from the **Local Safeguarding Children Board** - none of these people will have direct responsibility for your case.

The **Complaints Manager** will keep in touch with you throughout this time. This person, together with the **Child Protection Manager** will ensure the **Panel** have all the details relating to your complaint

The **Panel** will look at all the information and consider if everything has been done properly.

If you decide to go to the meeting with the Panel, they will listen to you in person

if you don't want to go, they will talk to your **advocate**, or read what you have said.

Based on this they will make a **decision** and write and tell you about it within **7** days.

Decision...

Agree

The panel may make a decision to have another **Child Protection Conference** if they agreed with you that something was not done properly or if they think the decision of the Conference was unreasonable.

If the panel says there needs to be **another Conference**, they will make sure everyone attending are aware of your complaint. The people at the Conference will be told about what the Complaints Panel has decided.

Don't Agree

The panel may **not** agree with you that anything should be changed. They will tell you this and explain why they think that.

The panel will look at **other concerns** you may have had and make suggestions how these can be dealt with.