

1. Complaints by children and /or parents in relation to Child Protection Conferences

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 Case Conferences:

- The management and process of the conference;
- A decision for the child to become, to continue or not to become, the subject of a child protection plan and the category of significant harm attached to it.
- Complaints about professionals' contributions, performance and provision of services

1a. Management and Process complaints:

Complaints about aspects of the functioning of conferences should be addressed to the Conference Chair in the first instance. Should the complainant remain dissatisfied with the outcome of this complaint, the matter may then be passed to the Service Manager for Quality Assurance to resolve. Please see paragraph 1c for possible outcomes.

1b. Decision or "category of harm" complaints:

Should the complainant be dissatisfied with the decision or category of harm determined by the conference, written representations should be made to the Independent Chair in the first instance. Should the complainant remain dissatisfied following this response, the matter may then be passed to the Service Manager for Quality Assurance for adjudication and to determine whether the following criteria apply and should therefore lead to OSCB final review:

- Lack of agency consensus in conference leading to a final decision directed by the Independent Chair.

- Those with Parental Responsibility were not in attendance or there is evidence that their views were not fully taken into account.
- There is evidence of factual inaccuracies which were material to the decision and could have been resolved at an earlier stage.

Should any of these criteria be met, the Service Manager for Quality Assurance may request that the matter is considered by an Inter-Agency Panel made up of senior representatives of Oxfordshire Safeguarding Children Board from Thames Valley Police, the Clinical Commissioning Group and the Oxfordshire County Council CEF Safeguarding Manager. The County Council Complaints Team will convene and provide the administration for the panel and it will be supported and informed by the Service Manager for Quality Assurance.

1c. Agencies' contributions

Complaints about individual professionals' (including Children's Social Care) performance and provision (or non-provision) of services should be responded to in accordance with the relevant agency's own complaints management process.

1d. Outcome of complaints

All parties must be made aware that the complaints processes cannot retrospectively change the decisions made and that during the course of a complaint's consideration, the decision made by the conference stands, until it is reviewed at the next conference.

The end result for a complainant will be either that a conference is re-convened, that a review conference is brought forward or that it confirms the status quo.