



every **child** matters
a brighter future for Norfolk's young people



Norfolk
Local Safeguarding Children Board

How can I make a complaint about the conference?

Information
for parents / carers
about
**how to make a complaint
about a conference**

You have been given this leaflet because there has been a Child Protection Conference about your child.

What can I do if I don't agree with the decision the conference has made?

You can make a complaint about the process of the conference

and that

the decision to register, de-register or not to register was not arrived at correctly.

A complaint may be made

by a child who has been the subject of a conference,

by a person with parental responsibility for the child

or

by somebody with a significant relationship with the child.

This could, for example, be a parent without parental responsibility.

To complain you can speak to **Terence Bartlett**.

You need to put your reasons in writing to:

The Chair of Norfolk Local Safeguarding Children Board,
at the address on this leaflet, within 28 days of the meeting. You will then be given further details of the complaints procedure.

If you need help to make your complaint, you can talk with your child's key worker, or seek help, such as your local Citizen's Advice Bureau.

This complaints procedure is only concerned with the child protection conference.

If you are unhappy about the services you have been offered, all agencies have their own complaints procedure.

Please ask a member of the agency concerned for details of how to make a complaint to them.

If you wish to make a complaint about the conference, please write to: Terence Bartlett
Children's Compliments and Complaints Officer
Children's Services
Room 16, County Hall, Martineau Lane, NORWICH NR1 2DL
Tel 01603 222258
Email address: terence.bartlett@norfolk.gov.uk

Complaint by parent/carer

Dear Mr Bartlett,
I wish to make a complaint about the conference that was held about:
(child(ren)'s name(s))

.....

The conference was held on the following date:

.....

The child(ren)'s Social Worker is:

.....

Complaint by child/young person

Dear Mr Bartlett,
I wish to make a complaint about the conference that was held about me.

My name is:

The conference was held on the following date:

.....

My Social Worker is:

This leaflet has been provided
for your information
by

**Norfolk Local Safeguarding
Children Board**

www.lscb.norfolk.gov.uk

01603 222288

This consists of members of
all the agencies working in Norfolk
with responsibilities for
the protection and welfare of children.

If you would like this leaflet in large
print, audio, Braille, alternative format,
or in a different language,
please contact
01603 222288