

Child Protection Conference

a guide to comments and complaints

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Other Formats

The information in this leaflet is also available in:

- Other languages
- English on audiotape
- Large print
- Braille
- British Sign Language with English subtitles

To request information contained in this leaflet in an alternative format, please telephone **01629 772225** and ask for the Performance Review Team.

اگر آپ کو اس ایف لیٹ میں درج معلومات کسی اور صورت میں درکار ہوں، تو براہ مہربانی پرفارمنس ریویو ٹیم (Performance Review Team) سے ٹیلیفون نمبر 01629 772225 پر رابطہ کیجئے۔

इस दस्तावेज में भी जानकारी है उसे किसी अन्य रूप में प्राप्त करने के लिए प्रफॉर्मैन्स रीव्यू टीम (जाँच करने वाली टीम) को टैलीफोन नंबर 01629 772225 पर सम्पर्क करने की कृप्या करें।

ਇਸ ਦਸਤਾਵੇਜ਼ ਵਿੱਚ ਸੇ ਵੀ ਜਾਣਕਾਰੀ ਹੈ ਉਸਨੂੰ ਕਿਸੇ ਹੋਰ ਰੂਪ ਵਿੱਚ ਪ੍ਰਾਪਤ ਕਰਨ ਲਈ ਪ੍ਰਦਾਰਮੈਂਸ ਰੀਵੀਓ ਟੀਮ (ਜਾਂਚ ਕਰਨ ਵਾਲੀ ਟੀਮ) ਨੂੰ ਟੈਲੀਫੋਨ ਨੰਬਰ 01629 772225 ਤੇ ਸੰਪਰਕ ਕਰਨ ਦੀ ਕ੍ਰਿਪਾਲਤਾ ਕਰਨੀ।

如果你需要以另一種格式說明這份傳單的訊息，請致電 01629 772225 向績效檢討工作組提出要求。

W celu uzyskania informacji zawartych w niniejszej ulotce w innym formacie, należy zadzwonić pod numer 01629 772225 i poprosić o połączenie z Performance Review Team (zespołem ds. oceny wyników).

Per richiedere le informazioni contenute in questo volantino in un formato alternativo, vogliate per favore, telefonare al seguente numero: 01629 772225 e chiedete del Performance Review Team (Ufficio di Revisione Competenze)

Equal Opportunities

Derbyshire Social Care Services will provide services fairly, valuing diversity and with recognition for age, cultural background, disability, gender, HIV status, marital status, race, religion and sexual orientation.

This leaflet is designed for parents, carers, young people and their advocates who attend Child Protection Conferences and/or core group meetings in Derbyshire.

When children and their parents are involved in Child Protection Conferences (and core groups) all those involved make every effort to ensure that the process is made as clear and straight forward as possible.

Full details of the comments and complaints process can be found in Appendix 4 of the Derby and Derbyshire Safeguarding Children Procedures at www.derbyshirescb.org.uk

Whenever a comment or complaint is received we will make sure that

- it is dealt with quickly (within 28 days)
- it is dealt with by the right person
- every effort is made to resolve any problems
- we will apologise if we have made a mistake

What you might complain about

- The process of the conference (or core group) not complying with Derby and Derbyshire Safeguarding Children Board (DSCB) procedures
- The decision about the need for a child protection plan not complying with DSCB procedures
- The outcome of the conference was not reflected in the facts given for the category of primary concern.

Possible Outcome of Complaints

- The Child Protection Conference could be reconvened to consider a specific issue
- A recommendation could be made to the core group for a specific piece of work to be completed
- The matter could be referred to a DSCB sub group to consider a specific point
- No further action considered necessary

Things that you may wish to comment on or make suggestions about

- The quality of service given by a practitioner
- The way the conference or core group is run
- Whether you felt included in the process
- Whether you felt your views were listened to
- The venue and timing of meetings
- The people invited to the meeting

Tell us what you think...

If you would like to let us know what you think about your experience of a child protection conference please write your comment, complaint or suggestion on the attached form and post it to us.

Name

Address

Phone number:

Email address:

Date of meeting:

I wish to comment/complain about: