

## **LSCB Complaints Procedure**

The statutory objectives of a LSCB is to:

- *coordinate what is done by each person or body represented on the Board for the purposes of safeguarding and promoting the welfare of children in the area, and*
- *ensure the effectiveness of what is done by each such person or body for those purposes.*

Regulation 5 of the Local Safeguarding Children Board Regulations 2006, set out the functions of the LSCB and these are:

- Developing policies and procedures in respect of safeguarding and promoting the welfare of children and young people, including the action to be taken when there are concerns about a child's safety or welfare
- Training of persons who work or with children and young people or services affecting the safety and welfare of children and young people, including adult services
- Investigating allegations of abuse concerning persons who work with children and young people
- Monitoring the safety and welfare of children and young people who are privately fostered
- Communicating and awareness raising about safeguarding children and young people
- Quality assuring services working with children and young people
- Undertaking serious case reviews and reviews of child deaths

### **Scope**

The Dorset LSCB and the Bournemouth and Poole LSCBs are not responsible for the delivery of services in partner agencies. Therefore, individual complaints and concerns about individual services will not fall within the scope of this procedure and will be dealt with directly by the responsible agency according to their own corporate complaint procedures.

The LSCB escalation procedure should be referred to in respect of professional concerns or complaints in relation to individual cases.

Complaints about the functioning of the LSCBs in the discharge of their duties falls within the scope of this procedure.

### **Complaints about the LSCBs**

Any complaint or concern about the general discharge of LSCB functions as outlined above should be addressed to the Independent Chair of the LSCB in writing.

The chair will seek to resolve the matter with the complainant within 6 weeks of the complaint being received.

The Independent Chair can be contacted at:

Dorset Local Authority area:

Sarah Elliott, Independent Chair of the LSCB  
The Old House,  
Monkton Park,  
Winterborne Monkton,  
Dorchester,  
Dorset  
DT1 2EG

Bournemouth and Poole Local Authority areas:

Sarah Elliott, Independent Chair of the LSCB  
Bournemouth Learning Centre,  
Ensbury Park Avenue,  
Ensbury Park,  
Bournemouth  
BH10 4HG

Where the individual who has raised concern is not satisfied with the response, they may appeal the decision or outcome and request that his/her complaint is reviewed by the Chief Executive of the relevant Local Authority.

The LSCB Business Manager will inform the complainant about the outcome of his/her appeal, on behalf of the Board within 4 weeks.

### **The Child Death Overview Panel**

Any complaint about the Child Death Overview Panel or the operation about the child death review process should be addressed to the Chair of the Child Death Overview Panel in writing, who can be contacted at:

Vicki Fearne, Chair of the Child Death Overview Panel  
The Old House,  
Monkton Park,  
Winterborne Monkton,  
Dorchester,  
Dorset  
DT1 2EG

The Chair of the Child Death Overview Panel will inform the Independent Chair of the Board about the complaint and will seek to resolve the complaint with the person raising the concern (or will arrange for the most appropriate person to respond).

The complainant will be responded to within 6 weeks of receipt of the complaint.

Where the individual who has raised concern is not satisfied with the response, they may appeal the decision or outcome and request that his/her complaint is reviewed directly by the Independent Chair of the LSCB.

The LSCB CDOP Manager will inform the complainant about the outcome of his/her appeal, on behalf of the Child Death Overview Panel within 4 weeks.

## **Complaints/ Concerns about the Independent Chair of the LSCB**

It is the responsibility of the Chief Executive of the Local Authority to appoint and remove the Independent Chair.

On an annual basis the Independent Chair is subject to an annual appraisal and as part of this process Board members will be asked for their evaluation of the effectiveness of the Independent Chair.

Should any Board member have a complaint/ Concern about the independent Chair in respect of their effectiveness , independence or conduct, then they must put their concerns in writing to the Chief Executive of the Local Authority.

If the concerns about the Independent Chair fall within the scope of the Managing allegations procedures then the LSCB procedures must be followed.

The Chief Executive will appoint a suitable person to investigate the complaint/ concerns and the outcome will be reported to the complainant within 6 weeks of the complaint being received.

Where a criminal investigation has commenced the outcome of the complaint will be responded to in line with any criminal investigation plan.