

Gloucestershire County Council

Child Protection

Complaints

Information for children (easy read)



About this booklet

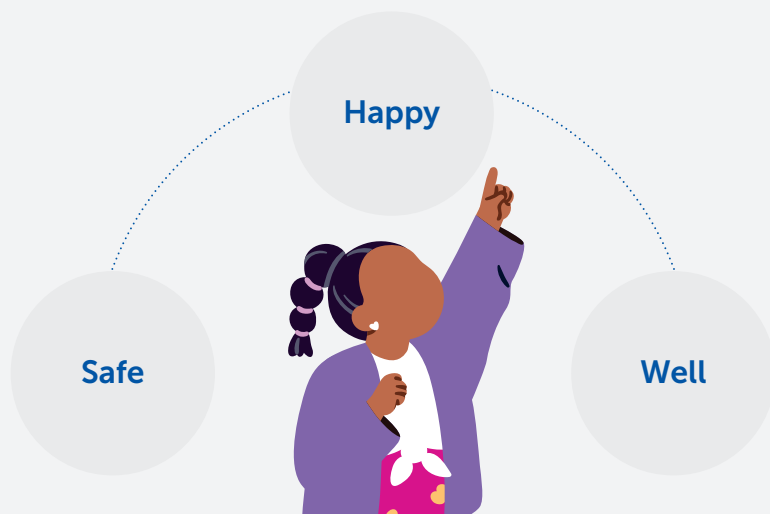
This booklet uses **easy words** and **pictures** to help you understand what a **Child Protection Conference** is and what you can do if you feel something is **wrong** or **unfair**.

Some words are in **bold** to show they are important. You can ask an adult you trust to help you read it.

What is a Child Protection Conference?

A Child Protection Conference is a **meeting**.

Adults come together to talk about how to make sure you are:



People who might be at the meeting:



Everyone should **listen to you** and **treat you fairly**.

What is a Child Protection Plan?

Sometimes the meeting decides that you should have a **Child Protection Plan**.

This plan is there to help keep you safe and to make sure your family gets the help they need.

If you are unsure about anything, you can **ask questions**.

If you feel unhappy or worried

If something feels wrong, unfair, or you don't agree with what happened in the meeting, you can **tell someone**.

You have the **right** to say how you feel.

You can tell the Chair in the meeting

The Chair is the adult who leads the meeting.

If something feels wrong **during** the meeting, you can tell the Chair.

They will try to help you **straight away**.



What can you complain about?

You can complain about things like:

- 1 How the **meeting** was run
- 2 **Information** shared about you that you think is wrong
- 3 The decision to give you a **Child Protection Plan**
- 4 The type of **harm** the meeting said you might be at risk of
- 5 The decision to **keep** your plan
- 6 The decision to **end** your plan

Your worries are **important**, and adults will take them **seriously**.



Who can make a complaint?

A complaint can be made by:



How can I make a complaint?

You do **not** need a phone or computer to make a complaint. Here are ways you can complain:

1 You can tell an adult you trust

You can talk to someone like:

- your **teacher**
- your **social worker**
- the **Chair** of the meeting
- another grown-up who looks after you

They can help you share your worry.

2 You can ask someone to speak for you

If talking feels hard, you can ask someone to tell the Chair for you.

This could be:

- your **advocate**
- your **social worker**
- or a **trusted adult at school**

3 You can draw or write your worry

You can:

- draw a picture
- write down your worry
- ask someone to write it for you

Give this to your teacher, social worker, or the Chair.

4 You can ask for help

It is always OK to say:

"I want to make a complaint. Can you help me?"

Adults must help you share your worry.

If you want to complain, try to tell us as soon as you can. This helps adults understand what happened and support you quickly.

What happens next?

The decisions from the meeting **do not change straight away**.

They stay the same until the complaint has been properly looked at.

A decision only changes **if**:

- your complaint is agreed with, and
- another conference decides the changes should happen



After you complain, the Chair (the person who leads the meeting) will write to you or your family to tell you what will happen.

There are three things that might happen:

1



There might be another meeting

A new meeting could be held with a different Chair to look at things again.

2



The next meeting might happen sooner

Adults might choose to have your Review Conference earlier than planned.

3



Things might stay the same

Sometimes the adults decide that the original decision stays the same.

No matter what happens, adults will explain everything to you clearly so you understand what is going on.

Who can help you?

You do not have to do this alone. You can ask:

These adults can help you understand what is happening and help you share your views.

- 1 Your **social worker**
- 2 A **carer/support worker**
- 3 A **trusted grown-up at school**
- 4 An **advocate** (someone who speaks up for you)

Your Timeline

A simple guide to what happens

1 Adults decide to have a meeting
Adults arrange a **Child Protection Conference** to talk about keeping you safe.

2 You and your family are invited
Adults explain why the meeting is happening and who will be there.

3 The meeting happens
Everyone talks about how to keep you **safe, happy and well**, and they listen to you.

4 Adults decide what you need
They may decide you need a **Child Protection Plan**.

5 Your plan starts
Adults help you and your family follow the plan to keep you safe.

6 A Review Conference happens later
This is another meeting to check how things are going and if your plan needs to change or end.

7 You can complain at any time
If you feel something was unfair, you can tell the Chair, your social worker, or a trusted adult.

We value your voice

Your thoughts help adults make things better. We want you to feel **safe, listened to, and treated fairly**.

It's always OK to tell someone if you feel worried, confused or unhappy.

8 Adults check your complaint
The Chair looks at what happened and talks to the right adults. The meeting decision stays the same while they check it.

9 You are told what happens next
Three things might happen:
1. A new meeting with a different chair. **2.** A Review Conference happens sooner. **3.** The decision stays the same.

Adults must explain everything clearly.

10 Your plan ends when it is safe
When adults agree you no longer need the plan, it will stop.