Gloucestershire County Council

Child Protection Complaints

Information for young people (easy read)

About this booklet

This booklet explains:

- what a **Child Protection Conference** is
- what a **Child Protection Plan** is
- what you can **complain about**
- **how** to make a complaint
- what happens **after** you complain
- who can **help you**

It uses clear language and short sentences to make it easier to read.
You can ask an adult you trust to help you read this if you want to.

Gloucestershire COUNTY COUNCIL

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What is a Child Protection Conference?

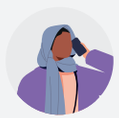
A Child Protection Conference is a **meeting**.

Adults from different services come together to talk about:

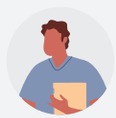
People who might be there include:

You

Your **parent or carer**


Social worker

Teacher


Health worker

Other supportive **professionals**

The meeting should be **fair**, **respectful** & **focused** on you. You have a right to:

1. **Be listened to**
2. **Share your views**
3. Have your **feelings taken seriously**

You can speak, write things down, or ask someone to speak for you.

What is a Child Protection Plan?

Sometimes the meeting decides you need a Child Protection Plan. This plan explains:

1. **What adults are worried about**
2. **What needs to change**
3. **What support you and your family will get**
4. **How adults will help you safe**

You can ask questions if you don't understand something

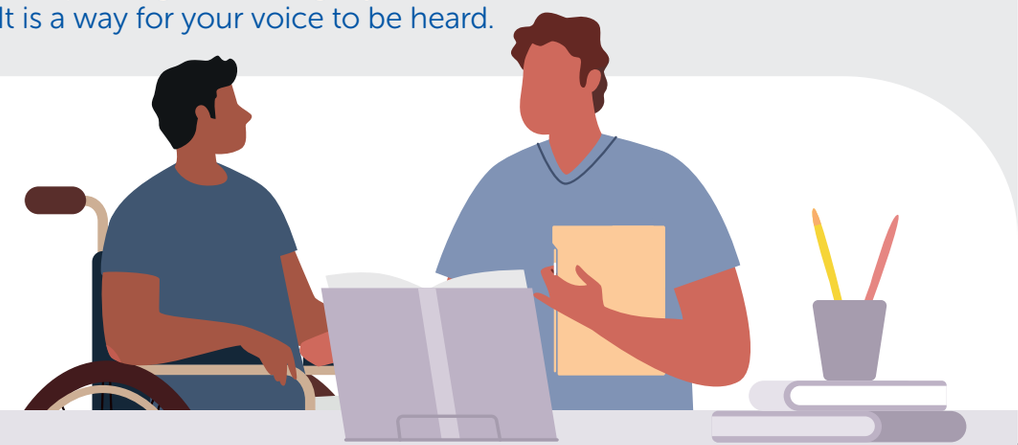
If you feel unhappy or worried

If something felt:

Unfair, confusing, wrong or you disagree with something that happened...

...you have the **right to complain**.

Complaining **does not** get you in trouble.
It is a way for your voice to be heard.



Who can make a complaint?

A complaint can be made by:

You

Your **parent or carer**

Anyone with **parental responsibility**

Someone else who the council agree is **important in keeping you safe**

How can you make a complaint?

You **do not** need a phone or the internet to make a complaint.
Here are ways you can do it:

1 Tell an adult you trust

This could be your:
Social worker, teacher, carer, advocate or the Chair of the meeting.
They can pass your complaint on to the right person.

2 Ask someone to speak for you

If talking is hard, you can ask someone to make the complaint for you.

3 Write it down

You can:
Write a note, send a message through your social worker, ask a trusted adult to help you write it.

4 Say you need help to complain

It is always OK to say:

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

Adults must help you.

Try to tell someone soon

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

What do adults do when you complain?

The **Chair** of the conference will:

- Listen to your concerns
- Talk to the professionals involved
- Look at what happened in the meeting
- Think carefully about your complaint

While this is happening, the original decision usually **stays the same**.

What happens after I complain?

After checking everything, the Chair will **write to you or your family** to explain what will happen next.

There are **three possible outcomes**:

1

Another meeting is held

A new conference may be arranged with a different Chair.

2

Your Review Conference happens sooner

This means adults will look at your situation again more quickly.

3

Nothing changes

Sometimes the decision stays the same.

No matter what happens, adults must explain things **clearly**.

What happens in the Child Protection Process?

1 **A meeting is arranged**

Professionals decide to hold a Child Protection Conference if they are worried about your safety.

2 **You and your family are told about the meeting**

Adults explain why the meeting is happening and who will be there.

3 **The meeting takes place**

People talk about how to keep you safe and well, and you can share your views.

4 **A decision is made**

The meeting may decide you need a Child Protection Plan so adults can support you and your family.

5 **Your plan starts**

Professionals work with you and your family to help keep you safe.

6 **A Review Conference happens later**

This is another meeting to check how things are going and whether your plan should change, continue, or end.

7 **You can complain at any time**

If something feels unfair or wrong, you can tell the Chair, your social worker, or another trusted adult.

8 **Adults check your complaint**

The Chair looks at what happened and talks to the adults involved. The original decision stays in place while they check it.

9 **You are told what will happen next**

There are three possible outcomes:

- A new meeting with a different chair
- A Review Conference happens sooner
- The decision stays the same

10 **Your plan ends when it is safe to do so**

When professionals agree you no longer need the plan, it will end.

Who can help you?

You don't have to deal with this alone. No matter what happens, adults must explain things clearly. You can ask help from:

1. Your **social worker**
2. A **carer or support worker**
3. A **trusted adult at school**
4. An **advocate** (a person who speaks up for you)

They can help you understand your plan, the meeting, and the complaints process.

If something doesn't feel right, it's OK to say so.

Your voice matters

You deserve to:

- feel safe
- feel listened to
- understand what is happening in your life