



## CSCB Complaints Procedure

January 2017

<b>Signed:</b>
<b>Sarah Baker, CSCB Independent Independent Chairperson</b>
<b>Date:</b>

<b>Adopted by CSCB</b>	Date 08/03/17
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<b>Version</b>	FINAL COPY
<b>Updated by:</b>	Executive

### Introduction

- 1.1 The statutory functions of an LSCB are set out in Working Together 2015, Chapter 3. This procedure covers situations where a professional, a member of the public or another person with a valid reason requests a response to a complaint in relation to the way the CSCB has carried out its functions. This is distinct from complaints about single or multi-agency casework, [child protection conference arrangements](#) or matters relating to the [Escalation Policy](#), for which there are separate procedures.
- 1.2 These situations are likely to be rare and may be related to a complaint regarding a CSCB activity or publicity, or a CSCB process or decision. Where the complaint is regarding the conduct of someone representing the CSCB, the complaint should normally be referred to the relevant agency (unless it

concerns a Lay Member). If the complaint is in relation to the CSCB Independent Chairperson, the CSCB Business Manager will forward the information to the Chief Executive.

- 1.3 On receipt of a verbal or written communication to the CSCB, the CSCB Business Manager will decide whether the complaint is informal or formal in nature. If the complaint relates to a single agency then the complainant will be referred on as appropriate.

### **Informal Complaints**

- 1.4 Where the information indicates the complaint is informal and can be responded to as such, the CSCB Business Manager will respond directly to try and resolve the issue as soon as is practicable. An informal complaint can later be treated as a formal complaint if circumstances dictate. The CSCB Business Manager will keep the Independent Chairperson updated.

### **Formal Complaints**

- 1.5 Where the information indicates that the matter should be treated as a formal complaint, the CSCB Business Manager will forward the complaint to the CSCB Independent Chairperson immediately with a recommendation about action. The CSCB Business Manager will send an acknowledgement letter to the complainant within 2 working days of receiving the complaint with an indication of when a formal response will be sent (if this is known at the time). This should usually be within 20 working days, although for complex matters this timescale may be extended and the complainant given an expected timescale for a response and the reason for the expected delay.
- 1.6 The CSCB Independent Chairperson will decide on the appropriate action:
  - a) Where the information is already available to give a full response, the CSCB Business Manager will draft a suitable letter on behalf of the CSCB Independent Chairperson. This may be in conjunction with the CSCB Sub Committee Chairperson dependent on the issue, or
  - b) Where further enquiries need to be made, the CSCB Independent Chairperson will request the most relevant CSCB Sub Group Chairperson to do this and provide a report. The CSCB Business Manager will then draft a suitable letter on behalf of the CSCB Independent Chairperson.
- 1.7 The CSCB Independent Chairperson has the option to convene a small panel (e.g. up to 2 CSCB statutory members and the CSCB Independent Chairperson) to assist in reaching a conclusion regarding a complaint. This may be necessary if the complaint is complex or there are conflicts of interest.
- 1.8 There is no appeals process. Response letters should be worded to indicate the decision by the CSCB Independent Chairperson is final.