



ISCP & ISAP Interagency Safeguarding Complaints procedure

June 2024

This document sets out the procedure to follow when someone has concerns about a failure to follow the interagency child protection or multi-agency adult safeguarding procedures correctly. It is intended for all staff in the public, private and voluntary sectors who follow the ISCP/ISAP procedures, as well as members of the public who have concerns about the way in which the procedures have been used.

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SCOPE OF THIS PROCEDURE

This procedure reflects that a parent/ carer or child subject to a Child Protection Conference, or an adult subject to a formal Safeguarding Enquiry, or their representative, may wish to complain about the outcome of a conference. The procedure distinguishes this document from both the 'resolution of professional disagreements escalation process' and single agency complaints procedures.

The chapter details the issues that can form a legitimate complaint, together with the investigative process and the stages that the complainant can pursue if still not satisfied with the outcome.

RELATED PROCEDURE

Where there are differences in professional opinion about the welfare of a child or an adult at risk, the *Resolution of Professional Disagreements* process should be followed, available on the ISCP/ ISAP website:

<http://ISCP.gg/article/118107/Resolution-of-Professional-Disagreements---Escalation-Policy>.

1. Introduction

- 1.1. One of the functions of the Islands Safeguarding Children Partnership (ISCP), set out in the Children (Guernsey and Alderney) Law 2008, is to provide guidance to employees and persons working with children (section 29(4))(b)). This is particularly in relation to the duty to share information and work together in order to promote and safeguard the welfare of children in need or at risk (section 27) but includes any other matters falling within its remit.
- 1.2. The ISCP has produced a set of online procedures intended to be used by all those working with children and families when they have concerns about the welfare of a child. The procedures set out the roles and responsibilities of staff for safeguarding children and clarify when and how they need to share information and work together.

- 1.3. An Information Sharing Protocol for those working with children has also been produced which states that, complaints, or breaches that “... cannot be resolved ... can be referred to the Islands Child Protection Committee [now known as the ISCP] for consideration.” (Paragraph 6.3.1).
- 1.4. Similarly, the ISAP has produced a policy and a set of procedures governing the management of safeguarding concerns raised about adults at risk of abuse and neglect.
- 1.5. Adult Information Sharing Guidance has been produced for those working with adults at risk of abuse, and complaints or breaches around the multi-agency processes that cannot be resolved can be referred to the Island’s Safeguarding Adults Partnership for consideration.
- 1.6. Definitions of terms used and abbreviations.

ISCP – Islands Safeguarding Children Partnership for Guernsey and Alderney

ISAP- Islands Safeguarding Adult Partnership for Guernsey and Alderney

2. Objectives

- 2.1. This procedure covers situations where a professional or member of the public has concerns that the child protection or adult safeguarding multi-agency procedures have not been followed correctly. It outlines:
- the types of complaint that will be considered.
 - how to make a complaint.
 - what will happen to the complaint; and,
 - what the possible outcomes are.
- 2.2. **This complaints procedure does not replace or duplicate any other complaints procedure relating to professional conduct and is limited to the interpretation and use of the ISCP Child Protection Procedures, the ISAP Adult Safeguarding Procedures and the Interagency Information Sharing Protocol (children) and Guidance (adults).**

For that reason, the ISCP or ISAP will not review any case while it is subject to another complaints process, other than in exceptional circumstances. Additionally, this procedure may not be used to review a decision made in any other complaints process.

- 2.3. Where the complaint is in relation to the practice or information shared by a single agency, the person who made the complaint will instead be directed to that agency's complaints procedure (EG: A report to the conference was not shared with the child's parents or adult at risk prior to the conference)
- 2.4. Parents and, on occasion, children, may have concerns about a Child Protection Conference about which they wish to make representations or complain.
- 2.5. Adults at Risk, their legal guardians or the person alleged to have caused harm may similarly have concerns about an Adult Safeguarding conference about which they may wish to complain.
- 2.6. This procedure sets out who is eligible to make a complaint, under what circumstances this complaints procedure can be used, and how to make a complaint.
- 2.7 Any concerns or complaints about the Conference itself, which may arise during the meeting, must be noted and an attempt made by the Conference Chair to immediately resolve it with the individual making the complaint. Information about the nature of the concern and how it was resolved should be put in writing by the chair and given to the Conference Chair's line manager. At this stage all attempts should be made by the Conference Chair and where appropriate, their line manager, to talk to the complainant. This may happen face to face or by telephone, in order to understand the content of the complaint.

All parties must be made aware that the complaints process cannot, itself, change a Child Protection or Adult Safeguarding Conference decision and that during the course of a complaint's consideration, the decision made by the Conference stands.

The Complaint must be made within 6 months of the Child Protection or Adult Safeguarding Conference decision.

Should any issues under consideration also be subject to criminal proceedings, professionals following this process should defer to the needs of the criminal case as necessary.

3. Types of complaint

3.1. Where a professional, member of the public or other relevant person has a complaint about:

- (i) the way in which the ISCP interagency child protection procedures or ISAP adult safeguarding procedures have been used; or,
- (ii) How professionals have shared information under the Information Sharing Protocol or Guidance.

they can request a response from the ISCP or ISAP regarding the correct use of the procedures.

4. How to make a complaint

4.1. Complaints can be made verbally or in writing to the ISCP Business Manager using the attached form (Appendix 1) or contact details (Appendix 2).

5. What happens to the complaint?

5.1. Once the Business Manager receives a complaint, they will send a letter of receipt to the complainant within 5 working days. Where the information indicates that the complaint is informal the ISCP Business Manager will respond directly to the complaint and try to resolve the issue as soon as is

practicable. An informal complaint can later be treated as a formal complaint if the matter is not resolved.

- 5.2. The Business Manager will obtain from the relevant partner agencies any necessary information relevant to the complaint and will then undertake a desktop review of the complaint through evaluation of the written records relating to the matter, such as the conference minutes, the reports made available to the conference and the written complaint from the complainant.
- 5.3. The Business Manager will respond in writing to the complainant in 20 working days of receipt of the complaint.
- 5.4. The response should also advise the complainant of their right, if they are dissatisfied with the finding, to move to Stage 2 of the process within 20 working days.
Notice of dissatisfaction must be received in writing from the complainant within 20 working days of receiving the Business Managers response.
- 5.5. Where the information indicates that a more formal response is required the ISCP / ISAP Business Manager will forward the complaint to the ISCP/ ISAP Audit, Performance and Practice Improvement (APPI) Sub-committee and write to the complainant indicating how the complaint will be dealt with and the likely timescale for a response.
- 5.6. The APPI Sub-committee will decide on the appropriate action:
 - (i) Where the information is available to give a full response, a letter will be drafted and sent from the APPI Sub-committee Chair to the complainant.
 - (ii) Where further enquiries need to be made, the APPI Sub-committee will request the most relevant ISCP/ ISAP Sub-committee Chair or ISCP/ISAP member to make enquiries and provide a report. A letter will be drafted and sent from the APPI Sub-committee Chair to the complainant, outlining relevant findings and actions from the report.
- 5.7. The APPI Sub-committee Chair may convene a small panel of ISCP/ISAP members to assist in reaching a conclusion in complex cases.

6. Possible outcomes of a complaint

6.1. The person making the complaint will receive one of the following outcomes:

- (i) The complaint will be referred to the relevant single-agency procedure in cases where the complaint does not meet the areas covered by this multi-agency complaint procedure.
- (ii) The finding is that the ISCP Child Protection or ISAP Adult Safeguarding Procedures were followed correctly, and no further action is required.
- (iii) The finding is that the Child Protection or ISAP Adult Safeguarding Procedures were not followed correctly, and a clear recommendation is made as to how this should be remedied.

6.2. If there is disagreement with the findings of the complaints process an appeal may be made to the ISCP / ISAP Independent Chair (Stage 3).

6.3. There is no further appeals process and the decision by the ISCP/ISAP Independent Chair is final.

7. Review

7.1. The complaints procedure will be kept under review by the ISCP/ISAP and the ISCP/ISAP Sub-committees in relation to any complaints received.

7.2. The procedure will be reviewed in full in three years from the date of publication.

8. Distribution

8.1. The complaints procedure will be published on the ISCP/ISAP website and circulated to members of the ISCP/ISAP and Sub-committees.

8.2. Members will circulate the procedures within their own organisation.

8.3. The ISCP/ISAP will publicise the complaints procedure alongside other relevant procedures.

9. Appendices

Appendix 1 - ISCP Complaints Form

[Complaints form.docx](#)

Appendix 2 - ISCP contact details