



NEWCASTLE SAFEGUARDING CHILDREN BOARD

Partnership Complaints procedure July 2016

1. Introduction

Newcastle Safeguarding Children Board (NSCB) is a statutory partnership established under the Section 13 of the Children Act 2004. Its statutory objectives are:

- 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
- To ensure the effectiveness of what is done by each such person or body for those purposes.

Regulation 5 of the Local Safeguarding Board Regulations 2006 and Working Together 2015 set out the functions which 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

2. Scope

NSCB is not responsible for the delivery of services in partner organisations, hence 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 organisation according to their own processes.

Complaints about the functioning of NSCB in the discharge of its duties does fall within the scope of this procedure and includes the North of Tyne Child Death Overview Panel (CDOP).

NSCB Conflict Resolution procedure covers complaints or concerns in relation to individual cases

http://newcastlescb.proceduresonline.com/chapters/p_conflict_res.html

3. Complaints about Newcastle Safeguarding Children Board

Any complaint or concern about the general discharge of NSCB functions as outlined above should be addressed to Colin Morris, the Independent Chair of NSCB , in writing, who will seek to resolve this matter with the individual raising the concern within 6 weeks of the complaint being received. The Independent Chair can be contacted at:

Colin Morris
Independent Chairperson
0191 27723658
Andrea.semple@newcastle.gov.uk

Where the individual who has raised concern is not satisfied with the response they may appeal the decision or outcome and request that their complaint be dealt with by the Chief Executive of the Council.

The NSCB Co-ordinator will inform the complainant about the outcome of their appeal, on behalf of the Board within 1 month.

4. The North of Tyne Child Death Overview Panel

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

Sheila Moore
Independent Chairperson
Safeguarding Team (Old COPD Building)
Office Block 26
Royal Victoria Hospital
Queen Victoria Road
Newcastle upon Tyne
NE1 4LP
Tel: 0191 2821372

The Chairperson of the CDOP will inform the Independent Chair of NSCB about the complaint and will seek to resolve the complaint with the person raising the concern. The complainant will be responded to within 6 weeks of receipt of the complaint.

5. Complaints or concerns about the Independent Chair of the LSCB

It is the responsibility of the Chief Executive of Newcastle City Council 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 or concern about the Independent Chairperson in respect of their effectiveness, independence or conduct, they must put their concerns in writing to the Chief Executive of Newcastle City Council, who can be contacted at:

Pat Ritchie
Newcastle City Council
Civic Centre
Newcastle
NE1 8QH
0191 211 5001

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

http://newcastlescb.proceduresonline.com/chapters/p_man_alleg.html

If a concern is raised under the auspices of Newcastle City Council Whistle Blowing Procedures https://www.newcastle.gov.uk/sites/default/files/wwwfileroot//part_5_3a_-_whistleblowing.pdf this must be put in writing to the Chief Executive of Newcastle City Council as outlined above.

The Chief Executive will appoint a suitable person to investigate the complaint 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.
