



## Complaints Procedure

The Pan-Dorset Safeguarding Children Partnership (PDSCP) has a role in coordinating and ensuring the effectiveness of local arrangements to safeguard and promote the welfare of children in Dorset.

The main objectives of the Partnership 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;
- Providing learning opportunities to those who work with children and young people or services affecting the safety and welfare of children and young people, including adult services;
- Ensuring appropriate investigation of allegations of abuse concerning persons who work with children and young people;
- Communicating and awareness raising about safeguarding children and young people;
- Quality assuring services working with children and young people;
- Undertaking Rapid Reviews, Child Safeguarding Practice Reviews and reviews of Child Deaths.

PDSCP is not accountable for the operational work of its partners or any other agency working with children and young people in Dorset. Any complaints about the operational work of such organisations should be directed through the relevant organisation's complaints procedure. You should contact the organisation directly for further information on how to do this.

The [PDSCP Escalation Policy](#) should be referred to in respect of professional concerns or complaints in relation to the cases of individual children or young people.

If you feel that PDSCP is acting against the interests of children and young people and wish to make a complaint about the way we discharge our functions, you should address your concerns to the Safeguarding Partnership.

You can make your complaint in writing, by email or telephone using the contact details on this page. The Safeguarding Partnership will give due consideration to all complaints and take any remedial action necessary. We will acknowledge all complaints within 10 working days and provide a full response within 28 working days. If we are unable to respond within these timescales, we will contact you to explain why.

## **PDSCP Business Teams**

For queries about the work of the Partnership, including its subgroups and teams, please contact:

Bournemouth, Christchurch & Poole area:

Pan-Dorset Safeguarding Children Partnership  
Bournemouth Learning Centre  
Ensbury Park Avenue  
Ensbury Park,  
Bournemouth  
BH10 4HG

Tel: 01202 458873

Email: [pandorsetsafeguardingchildrenpartnership@bcpcouncil.gov.uk](mailto:pandorsetsafeguardingchildrenpartnership@bcpcouncil.gov.uk)

Dorset Council area:

Pan-Dorset Safeguarding Children Partnership  
County Hall  
Colliton Park  
Dorchester,  
Dorset  
DT1 1XJ

Tel: 01305 221196

Email: [pan-dorsetscp@dorsetcouncil.gov.uk](mailto:pan-dorsetscp@dorsetcouncil.gov.uk)

## **The Child Death Overview Panel**

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

Chair of the Child Death Overview Panel  
Pan-Dorset Safeguarding Children Partnership  
County Hall  
Dorchester,  
Dorset  
DT1 1XJ

The Chair of the Child Death Overview Panel will inform the Safeguarding Partnership about the complaint and will seek to resolve the complaint with the person raising the concern (or will arrange for the most appropriate person to respond).

The complainant will receive an acknowledgement of their complaint within 10 working days from the Child Death Review Overview Panel and will receive a full response within 28 working days. If the Panel is unable to respond within these timescales, we will contact you to explain why.

Where the individual who has raised the concern is not satisfied with the response, they may appeal the decision or outcome and request that his/her complaint is reviewed directly by the Safeguarding Partnership.

The Chair of the Child Death Overview Panel will inform the complainant about the outcome of his/her appeal, on behalf of the Child Death Overview Panel within 4 weeks.

If a complainant remains dissatisfied, the Chair of the PDSCP will consider their complaint as the final stage of this procedure. He will not have been involved in prior consideration of the issue in question, to protect his independence in being the final arbiter if needed.