

Your right to be heard

Please call 0121-303 5161 If you wish to make any comments, compliments or complaints about our service.

You can also write to the following address:

Complaints Service
3rd Floor, Honeywell House
38-50 Orphanage Road
Erdington
Birmingham B24 9HZ.

অনুরোধ সাপেক্ষে বাংলা ভাষায়ও পাওয়া যায়, যোগাযোগ করুন 0121-464 3123

需要中文版本的請聯絡 0121-464 3123

पूछाववाथी गुप्ततातीमां पत्र आ मणी शक्ती. संपर्क माटेनो नंवर 0121-464 3123

घेनती वरन 'उ' छि पंनशी हिन ही मिल सबती उ' हिन नंवर 0121-464 3123 'उ' संपत्र वते।

اردو زبان میں بھی طلب کرنے پر دستیاب ہیں۔ رابطہ کے لئے 0121-464 3123 پر رجوع کریں۔

This information is available in large print, braille, audio-tape and community languages on request.

Please contact 0121-464 3123.

Additional copies of this leaflet can be obtained from:

Birmingham Social Care and Health, Level 5,
Louisa Ryland House, 44 Newhall Street, Birmingham B3 3PL

• Tel: 0121-464 3123 •

www.birmingham.gov.uk/socialcare

Designed by the Publications Unit, tel: 464 2738

Child Protection Enquiries

Keeping children safe



Information for parents and carers

Birmingham Social Care and Health
Level 5

Louisa Ryland House
44 Newhall Street
Birmingham B3 3PL

Telephone: 0121-464 3123

What is a child protection enquiry?

This will take place if someone tells us, or the police, that they think your child is being abused.

We have a duty by law to find out what is happening, and to protect your child if it is necessary.

Who can contact us?

Anyone can tell us, or the police if they are worried. This includes:

- Children and their families.
- Relatives, friends, neighbours.
- Professionals such as teachers, doctors, nurses, and health visitors.

What happens after we have been told?

We will try and find out if any harm has been done to your child. The Child Protection Unit will investigate with us, to see if a crime has been committed.

We may also need to talk to people who are involved in your child's care such as teachers, doctors or health visitors.

Will there need to be a medical examination?

If we feel that a medical is required, we will ask you. We may also need to carry out a medical examination on other children in your family.

If we feel a medical examination of your child is required, we will ask your permission.

A specialist doctor will carry out the medical examination.

You do have the right to be there, but we will ask you to leave if we feel that you are disrupting the medical examination.

What happens next?

We will do one or more of the following:

- If there is no evidence of harm we will tell you, and there may be no further action.
- We may offer you help or advice.
- If there is still concern for your child's safety, then a child protection conference will be held.

(Please see Child Protection Conferences – Information for parents and carers).

Can your children be taken away?

We will do our best to keep you and your family together where we can. But in some cases where we feel your child is in immediate danger, arrangements for other temporary accommodation will be made.

This may mean your child staying with relatives, or friends or in a foster home, until it is safe for them to be back home.