

Flowchart: Resolving Practitioner Disagreements and Escalation of Concerns

Escalating a concern arising from differing practitioner view or disagreement to decisions made or actions taken at any stage of the safeguarding process

Practitioners and Managers can seek advice from their leads for safeguarding within their organisation.

STEP 1: Direct Practitioner to Practitioner Discussion

Differences of opinion or judgment should be discussed amongst frontline practitioners (including with Chairs of Multi-Agency meetings) to attempt to achieve a shared understanding and agree a local resolution, in line with the plan, or to ensure a plan is developed if needed.

STEP 2: Direct Manager to Manager Discussion

If Step 1 does not resolve the issue then each practitioner should discuss the issue with their line manager or safeguarding supervisor. The line manager should review the concerns and ensure that they are justified and meet the purpose of this procedure. The line manager should then liaise with the other agency practitioner's line manager in an attempt to reach a resolution. Consultation with senior managers within each organisation can be used if this would be felt to assist resolution.

STEP 4: The SAB Manager should determine a course of action, if all steps to resolve the matter fail and/or discussions raise a policy issue. This should include reporting the matter to the SAB relevant Chief Officer, who would then consider the merit of convening a Chief Officer Resolutions Meeting to resolve the disagreement. The outcome of any discussions at this stage will be fed back to your own agency's Designated Safeguarding Lead/Senior Officer.

STEP 3: Where practitioner differences remain unresolved

Where agreement cannot be reached at Steps 1 & 2, the matter must be referred to the Designated Safeguarding Lead or Senior Officer (e.g. Named Nurse / DCI / Senior Probation Officer / Housing Manager) within your agency. A resolutions meeting should then be convened between the relevant parties. This should be chaired by the Designated Safeguarding Lead or Senior Officer within your agency.

Following satisfactory resolution

Any general principles should be identified and referred to the SAB for discussion and further learning.

Where a practitioner believes that an adult is at risk of Significant Harm, then, the escalation must be made on the same working day.

At all stages actions / decisions must be recorded in writing and shared with relevant personnel involved.