

## Case / Conflict Resolution Flowchart

Escalations should be raised in a variety of methods either via telephone, face to face or other type of internet meeting. All escalations should be recorded to ensure that the procedure is effective, transparent and for auditing purposes. Escalation via e-mail is not recommended as effective multi-agency working requires professional challenge and discussion in a suitable format and in the most timely way possible. Any escalation should follow the steps below within the maximum timescales stated. Before progressing an escalation through the stages of this process, evidence should be provided that all efforts at the previous stage have been explored.

### Stage 1 – Direct Professional to Professional Discussion

Initial attempts should be taken to resolve the conflict. This should normally be between the people who disagree who will try to achieve a shared understanding and agree a local resolution, in line with the plan or to ensure a plan is developed if needed. This must occur immediately with an acknowledgement and mutually agreed plan of action, including timescales within **48 hours (2 working days)**. It should be noted that some professionals may need support when raising a disagreement.



### Stage 2 – Direct Manager to Manager Discussion

If unresolved the problem should be referred to each professionals' own line manager in their organisation, who should review the concerns and discuss with their opposite number in the other agency. At this stage it may be useful for the line managers/safeguarding children leads to agree a meeting between themselves and the concerned practitioners to assist with the exploration. The discussion between managers must occur within **5 working days** of stage 1, with a mutually agreed plan of action including timescales agreed.



### Stage 3 – Senior Manager to Senior Manager Discussion

If the problem remains unresolved the line managers will refer to their line managers for consideration. This should continue through an organisation's management structure. In all circumstances of escalation through a management structure the case should be reviewed with agreed actions and timescales agreed. Each Manager to Manager discussion should take place within **5 working days** of the previous stage.



### Stage 4 – Director / Chief Executive Discussion

The final stage for escalation with agencies will be to Directors / Chief Executive level of partners. Should a disagreement reach this stage a mutually agreeable plan of action including timescales should be in place within **48 hours (2 working days)**. This may involve a resolution meeting to ensure any learning points are recorded and brought forward.



### Stage 5 – Partnership Resolution

In the rare circumstances where the problem cannot be resolved through partner's line management arrangements, the matter will be referred to the Business Office of the Safeguarding Children Partnership where one of the Strategic Leads will offer mediation within 5 working days of notification to the Business Office