* Most disagreements can be resolved through discussion and negotiation. The practitioners involved should attempt resolution within 24 hours and not longer than 5 working days.
* Please use this flow chart as a visual aid to support the Resolve Policy (Process of Resolving Professional disputes Section 3).

RESOLVE

WITHIN

5DAYS

Deputy Director Consideration for Multi Agency meeting around the child

Step Three

If issue is not resolved the agency safeguarding lead of challenging agency to liaise with relevant Service Manager.

Written response and decisions to be shared within 5 days

Issue Resolved

Step Four

If the issue remains unresolved the matter must be referred to the Head of Service/Service Director and challenging agency Safeguarding Lead/Equivalent Head of Service to liaise as above.

Step Five

In the unlikely event that the issue remains unresolved by following the above steps, the matter should be referred urgently to the Deputy Director of Safeguarding who will determine a course of action and consider referring to the Oxfordshire Safeguarding Board.

Challenging Professional/Agency with Line Manager or Safeguarding Lead seeks to resolve matter with peer professional in other agency. Record the outcome of the meeting and agreed actions ensuring that agencies receive a copy within 5 days.

Professional challenges a decision or a response from any agency regarding a safeguarding or welfare concern. Initial discussion takes place to seek to resolve the disagreement between professionals.

Issue Resolved

Issue Resolved

Issue Resolved

Issue Resolved

Step Two

Step One

Challenging Professional consults safeguarding lead or senior clinical colleagues in their own organisation using threshold of need guidance and discussion to clarify thinking.