

## RESOLVING PROFESSIONAL DIFFERENCES

For agencies where there is no line manager for example, self-employed, single person organisation, professional bodies, funders, commissioners or trustees should be contacted

IF THE DISAGREEMENT CANNOT BE RESOLVED, THIS SHOULD BE REFERRED TO THE HEAD OF SERVICE FOR EACH AGENCY AND REFERRED TO THE SSCP INDEPENDENT CHAIR IF RESOLUTION IS NOT REACHED

### Step One:

#### Preventing Disputes

Practitioner A (**Challenger**) contacts Practitioner B (**Challenged**) to discuss the issue and resolve if possible

### Step Two:

#### Informal Dispute Procedure

Challenger's Line Manager contacts Challenged's Line Manager for discussion and negotiation

### Step Three:

#### Formal Dispute Procedure

Issue not resolved - Challenger completes **Resolving Professional Differences** form available on SSCP website and sends to Challenged agency (copying in the SSCP )

**within 10 days**

### Step Four:

where disagreements remains

Challenged Agency responds to submitted form copying in the SSCP

**SSCP Business Unit** reviews outcomes and learning and submits a report to **SSCP Quality and Performance Subgroup**

'At no time must professional differences detract from ensuring that the child is safeguarded. The child's welfare and safety must remain paramount throughout any escalation and professional differences must not impede the progress of the case working' *Resolving Professional Differences 2019*