

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 SSCB 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 SSCB website and sends to Challenged agency (copying in the SSCB)

within 10 days

Step Four:

where disagreements remains

Challenged Agency responds to submitted form copying in the SSCB

SSCB Business Unit reviews outcomes and learning and submits a report to **SSCB 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*