



## Escalation, Challenge & Conflict Resolution Procedure

### Appendix C: Flow Diagram

#### **PRE-ESCALATION: PROFESSIONAL DISCUSSION**

Initially, professionals should attempt to resolve differences through discussion, within a timescale that protects the child from harm. However, if there is concern that a child is at imminent risk of harm and the other agency disagrees, stage 1 of the Escalation Procedure should be initiated immediately.



#### **STAGE 1: SENIOR STAFF**

If practitioners are unable to / anticipate they will be unable to resolve differences through discussion and within a timescale that protects the child from harm, the disagreement must be addressed by more senior staff. In most cases this will mean the first line managers of the agencies involved. If the conflict is with the line manager or equivalent, then the disagreement should be referred to the next manager in line. This should be recorded on the relevant system for each agency.



#### **STAGE 2: ESCALATION MANAGER**

If agreement cannot be reached by first line managers within a timescale that protects the child from harm, the issue must be referred without delay up through each agency's line management structure up to a Head of Service (or equivalent). It is recommended that agencies have a named manager for escalation. This should be a senior member of staff who can exercise authority within their agency to resolve difficulties. It is recommended that this is formally recorded (see [Appendix A](#)).



#### **STAGE 3: SENIOR MANAGEMENT**

If professional disagreements cannot be resolved at Head of Service (or equivalent) level then consideration should be given to progressing the disagreement through further layers of senior management up to for example, Strategic heads of Service or Director level.



#### **STAGE 4: CHAIR OF BSCP**

If the issue is still not resolved and/or the discussions raise issues where quality assurance scrutiny may be needed, the issue should be referred to the Independent Chair of the BSCP (via the BSCP office – contact details available on the [BSCP website](#)). The Chair will either make the final binding decision or agree on an appropriate course of action to reach this binding decision.

