



**Leeds Safeguarding
Adults Board**

Dispute Resolution and Escalation Process

Version 1:	13/04/15 Included within the LSAB Constitution 2015, agreed in June 2015.
------------	--

Introduction

Where there is a concern that someone's practice or decision making is not responding appropriately to a safeguarding concern, practitioners have a responsibility to respectfully challenge the other practitioner or organisation.

In order to support that challenge, a clear process needs to be in place to ensure that all professionals involved in multi-organisation work understand the steps they should take when these concerns arise. This process should be measured in its approach to allow practitioners and organisations the opportunity to openly discuss their concerns with others. Some disagreements, however, may need to be escalated up to first line managers (and beyond if appropriate) who should address any concerns.

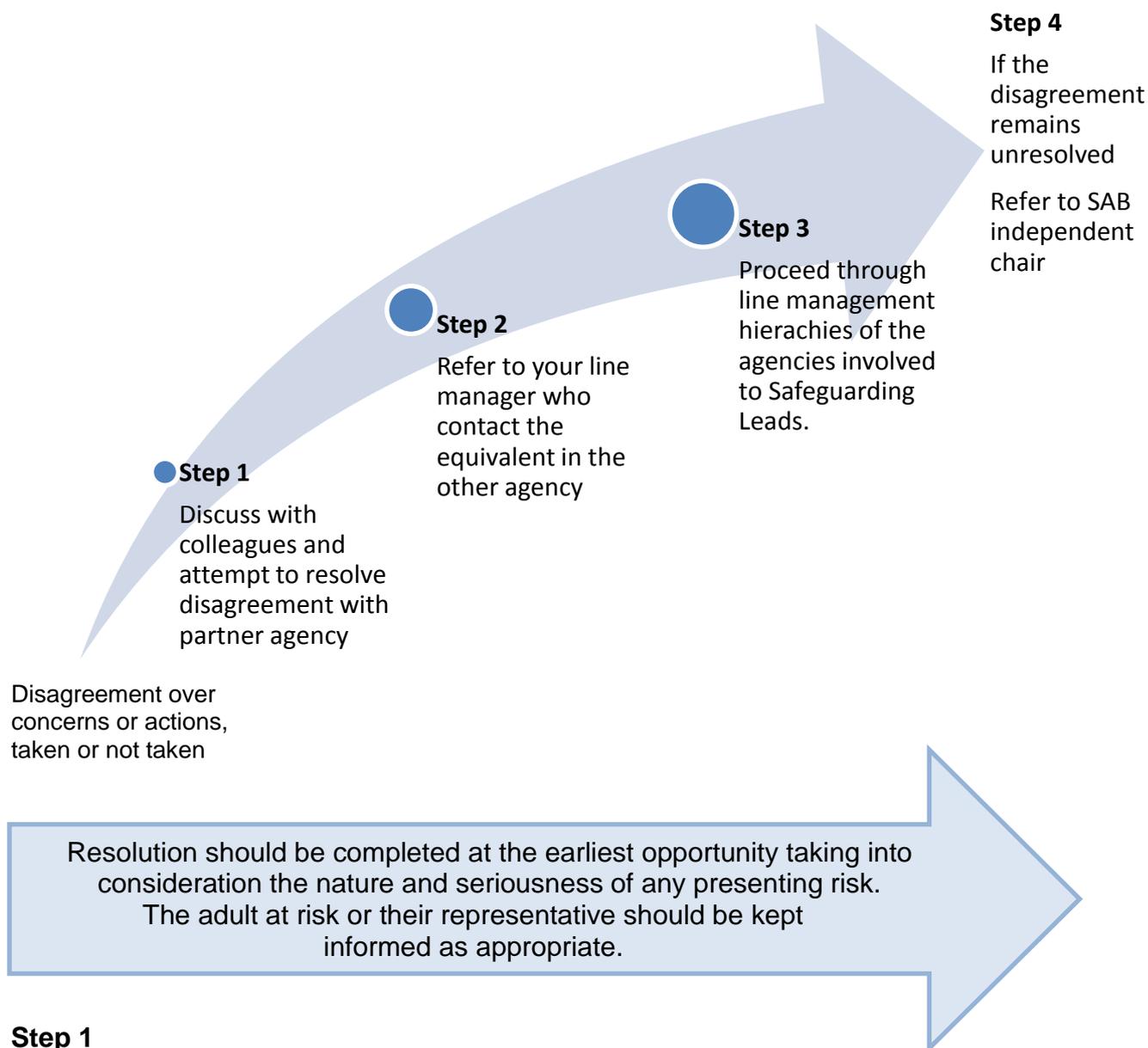
Principles of concerns resolution

When trying to resolve disagreements, practitioners and organisations should work within the following principles:

- The safety and wellbeing of any person at risk of abuse or neglect, should be the primary consideration
- The adult's wishes and desired outcomes should be a central to how disagreements are resolved
- Safeguarding responses should be proportional to the safeguarding concern
- All practitioners have a shared responsibility to solve problems and resolve disagreements constructively.
- Different professional perspectives, organisational responsibilities, and accountability frameworks need to be respected
- Disagreements must be resolved in a timely manner
- Concerns, actions, responses and outcomes must be recorded.

Resolving concerns

When disagreements arise, the following steps should be undertaken:



Step 1

Immediately discuss with colleagues to clarify thinking and practice. Refer to any relevant policy and procedures and practice guidance that may be relevant. Reflect on the nature of the concerns and the risk, as well as the wishes and desired outcomes of the adult at risk. Consult with your organisation's named/designated Safeguarding Adults Lead as appropriate. Having considered these issues, and sought advice, try to resolve any disagreements with practitioners from the other organisation

Step 2

If following this clarification the disagreement remains unresolved, immediately refer this to your line manager. The line manager should consult with your organisation's named/designated Safeguarding Adults Lead as appropriate. Having considered the issue, and sought advice, the line manager should seek to resolve the concerns in discussion with the line manager of the other practitioner.

Step 3

If agreement cannot be reached following discussions between first line managers the issue must be referred without delay through the line management structure to the operational Safeguarding Adults Lead for each organisation, seeking their advice at each step.

Step 4

In the unlikely event that the steps outlined above do not resolve the issue, and / or the discussions raise significant policy/procedure issues and / or a number of similar concerns or disagreements have been recorded, the matter should be referred to the chair of Leeds Safeguarding Adults Board to determine the appropriate process for resolution.

Clear written records should be kept by everyone at all stages, which must include written confirmation between the parties about agreed resolutions and the proposed follow-up of any outstanding issues.

Contacts

Leeds Safeguarding Adults Board, Independent Chair:

Email: LSAB.Chair@leeds.gcsx.gov.uk