

NSCP Conflict Resolution Procedure

Frequently Asked Questions

1. What do I do if I disagree with a colleague in another agency?

If you disagree with the course of action a colleague from another agency is taking in a case you should initially contact that colleague and explain you disagree explaining your reasoning and what you would like to see happen in the case. You should try and resolve the disagreement between yourselves.

What do I do if we cannot reach an agreement?

You will need to read the Conflict Resolution procedure and follow the details outlined in the procedure to reach a satisfactory outcome.

2. Can I complain about a decision taken by another professional?

As a professional you cannot complain about a decision / other agency. You should use the conflict resolution procedure to resolve your differences.

3. If requested do I have to provide my managers contact details?

Under the procedure and after discussion if you cannot reach an agreement and another professional requests your managers contact details to resolve the disagreement you should provide these without delay.

4. Can the safeguarding partnership resolve a disagreement?

The safeguarding partnership will only get involved in resolving a disagreement if all other avenues to resolve the disagreement have been exhausted. If you are requesting this you will be asked to provide evidence that stages 1-4 of the procedure have been attempted.

5. What will happen if I send a reporting form to the Business Office?

If you send an incomplete reporting form to the Business Office the Business Office will return the form explaining the action you need to take copying in the strategic lead of the partnership.

6. When should I send a reporting form to the Business Office?

The reporting form should only be sent to the Business Office once a conflict has been resolved, this will be used by the Business Office to track the number of conflicts occurring within the partnership, if any area of the partnership are frequently involved in conflict and what learning can be achieved for other agencies from resolved conflicts.

Should you have any questions regarding this page please contact the Business Office at
nscp@northamptonshire.gov.uk