

TREVI GLAS COMMUNITY COLLEGE

**Resolution (escalation) Policy
For Professionals with Child Protection or Child Welfare Concerns**

If a professional is unhappy with a decision or response from any agency following a referral or assessment outcome

**Stage 1**

Professional discusses with their manager/named lead for child protection in his or her own agency to clarify their thinking

**Stage 2**

Initial attempts should be made to resolve the matter, This would usually be through discussion between the two professionals involved

**Stage 3**

If the problem is not resolved at stage 2 the concerned worker should contact their manager within their own agency, who will contact the equivalent manager in the other agency to discuss and seek to resolve

**Stage 4**

If the matter is not resolved at Stage 3, the managers report to their respective operations managers or named designated safeguarding representative. These two managers must attempt to resolve the issue through discussion.



Named professional advises concerned professional of outcome at this stage

**Stage 5**

If the differences cannot be resolved at Stage four, the designated or named lead from the concerned agency will inform the Chair of LSCB in order that the decision can be reviewed, including the possibility of a review panel



Designated lead for Child Protection feeds back to professionals with original concerns



At all stages actions/decisions must be recorded in writing and shared with relevant personnel