

Dispute Resolution Process

At no time must a professional disagreement distract from ensuring the adult at risk is safeguarded

A referrer disagrees with the safeguarding outcome or decision

Discussion with the decision maker.
Rationale must be given for the decision as per the Northumberland Safeguarding Threshold Tool

Resolved

No

Raise with the Senior Manager for Safeguarding Adults for Review.
Where necessary the Senior Manager will take advice from NCCs legal team

Where an adult or their advocate disagrees with the safeguarding outcome or decision

Allocated Worker/Safeguarding Team to share information with Senior Manager for Safeguarding Adults

Resolved

No

If the situation cannot be resolved to their satisfaction, representation may be made via [NCC's complaints procedures](#).

Disagreements may occur between the partner safeguarding agencies at any stage throughout the safeguarding process.

The best interests of the adult(s) at risk will always be kept central to any decisions made.

All disagreements will be fully recorded on the adult's records and within minutes of any safeguarding meetings.