

## Resolution of Professional Differences Flowchart

*Professional Disagreement Arises*

Concerns/issues resolved, necessary action agreed

**STAGE  
1**

Practitioner shares the professional difference with other agency Practitioner either verbally or in writing within **1 working day**

**STAGE  
2**

If practitioners are unable to resolve the issue then it should be escalated without delay to the immediate line manager/supervisor who should ascertain the specific circumstances of the disagreement. The line manager should contact the equivalent manager in the other agency within **5 working days**.

**STAGE  
3**

If the line managers/supervisors are unable to resolve the issue then it must be escalated without delay to a senior manager (Head of Service /Service Manager or equivalent level) and the senior manager contacts their agency equivalent to resolve the issue. This contact should take place within **5 working days** and should take the form of a face to face discussion/meeting.

**STAGE  
4**

Where a resolution is still not agreed then the Senior Manager in the agency raising the professional difference will escalate the issue to their Director/Assistant Director/SBNI Board member who will contact and discuss with and/or meet their agency equivalent within **5 working days** to resolve the issue. At this stage the decision made by the Director/Assistant Director/SBNI representative in the agency with whom the professional difference has been shared will be final.

Concerns / issues unresolved, case escalated