

1

Stage 1: Frontline Practitioner Discussion:

Informal (up to 7 working days).

The professionals directly involved should discuss the matter. Many differences can be resolved here through direct, professional dialogue.

2

Stage 2: Frontline Manager Discussion:

Informal (up to 7 working days).

If you cannot reach an agreement at Stage 1, escalate the issue to your frontline manager. The managers from both agencies should contact each other to try to negotiate a resolution.

3

Stage 3: Designated Safeguarding Lead or Operational Manager:

Formal (up to 7 working days).

If managers cannot resolve the issue, it moves to the formal stage. Pass the details to your agency's designated safeguarding lead or operational manager. At this stage, you must submit a [CSCP Escalation Form](#) and record all discussions in writing. A multi-agency reflective group consultation can also be requested here.

4

Stage 4: Senior Manager or Director:

Formal (up to 7 working days).

If the issue remains unresolved, it is referred to named senior managers or directors within the involved agencies to negotiate a final resolution.

5

Stage 5: CSCP Dispute Resolution Meeting:

Formal (up to 7 working days).

As a final step, the dispute is referred to the CSCP Dispute Resolution Meeting (led by statutory partners and the CSCP Independent Scrutineer) to make a definitive decision in the best interest of the child.