**Dispute resolution process template: This is not a form. It is a tool to help practitioners clarify their concerns.**

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| **Date single agency manager/ practitioner completed:** |  |
| **Name of child young person:** | **Date of Birth of child young person:** |
|  |  |
| **Name of worker, role & organisation:** | **Name of person in dispute with, role and organisation:** |
|  |  |
| **What are you worried about?** | **What is working well?** |
| Consider:  *What happened/ what have you seen, that makes you worried about this child/ young person?*  *What words have you used to talk this problem through and help ----------(other party in dispute) understand what you are worried about?*  *What do you think is the worst thing that could happen to this child/ young person because of this problem?*  *Are there things happening in this child/ young person’s life/ family that make this problem harder to deal with?* | Consider:  *What are the best attributes of this child/young person?*  *Who are the people that care most about this child/ young person? What are the best things about how they care?*  *What are the best things about his/ her life?*  *Who would they say are the most important people in his/her life? How do they help them grow up well?*  *Has there been times when this problem has been dealt with or was even a little better? How did that happen?* |
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| **What needs to happen?** | |
| Having thought more about this problem, what would you need to see that would make you satisfied the situation will improve? | |
|  | |
| **What do you and your manager agree is the next step that should happen to get this worry sorted out?** | |
|  | |
| **Managers name:** | **Date agreed with manager:** |
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| --- | --- | --- | --- | --- |
| **Date professionals disagreement discussion** |  | | | |
|  |  | | | |
| **Name of child/ young person:** | **Date of Birth of child/ young person:** | | | |
|  |  | | | |
| **Name of worker, role & organisation:** | **Name of person in dispute with, role and organisation:** | | | |
|  |  | | | |
| **What have you agreed you are worried about?** | **What have you agreed is working well?** | | | |
|  |  | | | |
| **What needs to happen?** | | | | |
| Having thought more about this problem, what have you agreed what would make you satisfied the situation will improve for this child/ young person? | Are there any unresolved concerns/ disagreements that mean you have not agreed and someone is still not satisfied the situation will improve for this child / young person? | | | |
|  | *Include who is not satisfied and any reasoning not already documented. Have you given consideration and fully understand the remit and role of the other professional/agency?* | | | |
| **What have you agreed is the next step that should happen?** | | | | |
|  | | | | |
| **Date:** |  | | | |
| **Does this need to progress to stage 1?** | **Yes**  **Notify** [**lscp@solihull.gov.uk**](mailto:lscp@solihull.gov.uk) **that the dispute resolution is being started** |  | **No:** |  |

\*Secure email should be sent with title “Dispute resolution procedure started”- attaching previous forms if used or summarising reason for dispute in an email. If the child/ren is/are subject to a child protection plan or is looked after, secure notification should also be sent to [cpru@solihull.gov.uk](mailto:cpru@solihull.gov.uk) for attention of the child’s Reviewing Officer.

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| --- | --- | --- | --- | --- |
| **Date Stage 1 started:** |  | | | |
| **Name of child/ young person:** | **Date of Birth of child/ young person:** | | | |
|  |  | | | |
| **Name of worker, role & organisation** | **Name of person in dispute with role and organisation:** | | | |
|  |  | | | |
| **Name & role of professional taking forward:** | **Name and role of professional taking forward:** | | | |
|  |  | | | |
| **What have you agreed you are worried about?** | **What have you agreed is working well?** | | | |
| *Stage 1 & 2 forms should inform this discussion* | *Stage 1 & 2 forms should inform this discussion* | | | |
| **What needs to happen?** | | | | |
| Having thought more about this problem, what have you agreed what would make you satisfied the situation will improve for this child/ young person? | Are there any unresolved concerns/ disagreements that mean you have not agreed and someone is still not satisfied the situation will improve for this child / young person? | | | |
|  | *Include who is not satisfied and any reasoning not already documented.* | | | |
| **What have you agreed is the next step that should happen?** | | | | |
|  | | | | |
| **Date:** |  | | | |
| **Does this need to progress to stage 2?** | **Yes** |  | **No:**  **Notify** [**lscp@solihull.gov.uk**](mailto:lscp@solihull.gov.uk) |  |

\*Secure emails should be sent with title “Dispute resolution resolved at stage 1” emails should be sent by secure email. If the child/ren is/are subject to a child protection plan or is looked after, secure notification should also be sent to [cpru@solihull.gov.uk](mailto:cpru@solihull.gov.uk) for attention of the child’s Reviewing Officer.

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| --- | --- | --- | --- | --- |
| **Date Stage 2 started:** |  | | | |
| **Name of child/ young person:** | **Date of Birth of child/ young person:** | | | |
|  |  | | | |
| **Names of workers, role & organisation involved** | **Name of professionals in dispute to date, role and organisations:** | | | |
|  |  | | | |
| **Name & role of professional taking forward:** | **Name and role of professional taking forward:** | | | |
|  |  | | | |
| **What have you agreed you are worried about?** | **What have you agreed is working well?** | | | |
|  |  | | | |
| **What needs to happen?** | | | | |
| Having thought more about this problem, what have you agreed what would make you satisfied the situation will improve for this child/ young person? | Are there any unresolved concerns/ disagreements that mean you have not agreed and someone is still not satisfied the situation will improve for this child / young person? | | | |
|  | *Include who is not satisfied and any reasoning not already documented.* | | | |
| **What have you agreed is the next step that should happen?** | | | | |
|  | | | | |
| **Date:** |  | | | |
| **Does this need to progress to stage 3?** | **Yes** |  | **No:**  **Notify** [**lscp@solihull.gov.uk**](mailto:lscp@solihull.gov.uk) |  |

\*Email title “Dispute resolution procedures resolved at stage 2” emails should only be sent from secure emails. If the child/ren is/are subject to a child protection plan or is looked after, secure notification should also be sent to [cpru@solihull.gov.uk](mailto:cpru@solihull.gov.uk) for attention of the child’s Reviewing Officer.

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| **Date Stage 3 started:** |  | | | | |
| **Name of child/ young person:** | **Date of Birth of child/ young person:** | | | | |
|  |  | | | | |
| **Name of worker, roles & organisation involved in previous stage:** | **Name of person in dispute with & those involved at previous stages, roles and organisation:** | | | | |
|  |  | | | | |
| **Name & role of professional taking forward:** | **Name and role of professional taking forward:** | | | | |
|  |  | | | | |
| **What have you agreed you are worried about?** | **What have you agreed is working well?** | | | | |
|  |  | | | | |
| **What needs to happen?** | | | | | |
| Having thought more about this problem, what have you agreed what would make you satisfied the situation will improve for this child/ young person? | Are there any unresolved concerns/ disagreements that mean you have not agreed and someone is still not satisfied the situation will improve for this child / young person? | | | | |
|  | *Include who is not satisfied and any reasoning not already documented.* | | | | |
| **What have you agreed is the next step that should happen?** | | | | | |
|  | | | | | |
| **Date:** |  | | | | |
| **Does this need to progress to stage 4?** | **Yes** |  | **No:**  **Notify** [**lscp@solihull.gov.uk**](mailto:lscp@solihull.gov.uk) | |  |
| **If resolution not reached all completed stage 1-4 forms/ communications/ information should be sent via securely emails to** [**lscp@solihull.gov.uk**](mailto:lscp@solihull.gov.uk) **Marked high importance and titled “Dispute resolution stage 4 meeting required.”** | | | |  | |

\*Email title “Dispute resolution procedure resolved at stage 3” emails should only be sent from secure emails. If the child/ren is/are subject to a child protection plan or is looked after, secure notification should also be sent to [cpru@solihull.gov.uk](mailto:cpru@solihull.gov.uk) for attention of the child’s Reviewing Officer.