

COMPLAINTS, NON COMPLIANCE AND CONFLICT RESOLUTION CONCERNING MILTON KEYNES SAFEGUARDING CHILDREN BOARD

COMPLAINTS

For complaints concerning a child protection conference or related processes, please refer to [chapter 9 section 12](#) of MKSCB policies and procedures.¹

If your complaint concerns the operational work of a particular individual or organisation, you should use the existing complaints procedure within that organisation.

NON COMPLIANCE

There may be occasions when an organisation represented on MKSCB is thought not to be performing effectively. Efforts should be made to resolve the issue at a local level between agencies. The MKSCB will offer support if required. If the issue is not resolved or the MKSCB is not satisfied that an adequate plan is in place to improve practice, the Chair, in consultation with the Director of Children's Services (DCS), will speak to the individual or organisation concerned and an action plan will be drawn up to improve practice.

CONFLICT RESOLUTION BETWEEN BOARD PARTNERS

If there is a dispute between MKSCB partners, efforts should be made to resolve the issue at a local level between agencies. The MKSCB will offer support if required. If the issue cannot be resolved, the MKSCB Chair, in consultation with the DCS, will convene a joint meeting of the parties within 28 days. In most cases the Chair of MKSCB will chair the meeting. The agenda will be agreed jointly by the Chair and the parties in dispute. The aim of this meeting is for both parties to agree a way to resolve the dispute, or agree the issues that separate them and possible ways forward.

When there is no agreement, either party may suggest to the Chair that an independent mediator be appointed to resolve the dispute. Both partners should agree the course of action. If they cannot agree within 28 days, the MKSCB Chair, in consultation and agreement with the DCS may refer the dispute to a Chartered Institute for Arbitrators to be resolved.

If there is a dispute between a MKSCB partner and the Chair a similar dispute resolution procedure will be followed. The DCS will convene a joint meeting of the parties in dispute within the same timescales and with the same aims as above. Where there is no agreement either party may suggest to the DCS that an independent mediator be appointed. If the partners cannot agree within 28 days, the DCS, in consultation with the Chief Executive, may refer the dispute to the Chartered Institute for Arbitrators to be resolved.

IF YOU HAVE A COMPLAINT OR CONCERN PLEASE CONTACT:

Business Manager MKSCB
Cripps Lodge
Broadlands
Netherfield MK6 4JJ
01908 254373

¹ Also see paragraph 5.101 *Working Together* 2006/ paragraph 5.103 *Working Together* 2010