



PRINCIPLES OF PRACTICE AND ENGAGEMENT

Registration & Professional Standards

Where appropriate the consultants are registered with the relevant professional bodies (e.g. NAGALRO¹ and/or the GSCC²) and subscribe to the standards expected of professional members of those relevant agencies.

In terms of Court work we always have regard to the protocols and minimum standards expected of an expert witness. The principles of impartiality, transparency are equal to the presumption in law of the needs of the child being paramount, in accordance with the relevant UK legislation.

Core Values

We take the approach of working in **partnership** with birth families, the Courts, other professionals and ultimately children. We seek **agreement** between parties but accept that conflict will invariably occur but view this as an opportunity rather than a barrier to a positive outcome for a child.

Our approach is **transparent** and **engaging**, in agreed terms, with partnership and with **the ultimate aim of meeting the needs of the child**.

- Be transparent
- Engage
- Interact
- Understand
- Analyse
- Review evidence
- Remain connected with key parties
- Triangulate evidence
- Further review evidence
- Confirm analysis
- Report and conclude

¹ National Association of Guardians ad Litem & Reporting Officers

² General Social Care Council/and or any equivalent agency in Northern Ireland, Scotland and Wales

Standards of Practice

We work to the standards expected by the regulatory and/or professional bodies who expect commitment to best practice, commensurate with UK law. We aim to work within those minimum standards and indeed aim to exceed them wherever we can. Elements of best practice include (this is not exclusive of other reasonable expectations or minimum regulatory or legal requirements):

- Competency in terms of experience and qualifications relevant to the work commissioned;
- ‘Fitness’ to practice (in terms of UK law) and freedom from any lawful impediment to professional practice;
- Meeting agreed timescales of commissioned work
- Meeting agreed protocols and agreements pursuant to a commissioned work;
- Providing excellent or best quality outcomes to commissioned work;
- Being trustworthy, transparent in dealings (both professional & business) and honest in communications and other interactions with all – inclusive of the general public, service users, commissioning contractors, all/any parties to Court proceedings and especially the Courts.
- Achieving best outcomes for children/other service users or those in need of support and assistance.

In any Court proceedings WRC are required as commensurate with any other expert witness to represent the Court, as distinct from any party. As such commissioned or Ordered/Directed Instructions from the Courts will adhere to any standards and any implied aspects of practice that emerge or are required.

Complaints/Representations/Compliments

Williams Ross Consultants Limited is an independent agency that aims to be representative of the broader executive-wide/representative responsibilities of local and parliamentary government, and the various Courts – these are the primary commissioning agencies of our services. As such we believe we are accountable and as de-facto servants of the Crown, Parliament, local government and the public, including service users and clients of service users.

Please make representations to: contact@wiliamsross.co.uk

Please make compliments to: contact@williamstoss.co.uk

Complaints:

We will aim to address directly any concerns from any party by:

1. initially informal resolution via its directors; **and/or**
2. where necessary involve a ‘third’ party³ **at the discretion** of WRCltd and if employed⁴ subject to such conditions and costs as would be agreed⁵; **and/or**

³ A person or organisation who could competently resolve a complaint

⁴ Such person or organisation would need to be approved and agreed by WRCltd

3. any party may, either failing the above or if they otherwise choose, access the regulatory or professional agencies with whom the company or its members are registered.

We would hope that no complaints or presentations are needed, but if so they can be addressed at stage 1.

If not, other complaints representations can be made to:

Company: Companies House

Professional: National Association of Guardians ad Litem & Reporting Officers

Regulator: General Social are Council

We trust the above sets out clearly our core practice, values and aims, and practices and resolution to any concerns. We are obliged for your interest or involvement with WRCltd.

Directors
Williams Ross Consultants Limited

⁵ WRCltd would reserve the right to apply conditions and apportion costs to a complainant who exercised this procedure, up to 100% of the cost – failure to agree in advance of such costs would result in consequential failure to access the WRCltd Complaints procedure.