

DISPUTE RESOLUTION FLOWCHART

Every effort should be made to resolve issues informally. Where this is not possible in order to discharge their responsibilities in relation to the child, the IRO, following discussion with their line manager, should initiate the formal dispute resolution process. In some cases it may be appropriate to begin the process at a different stage e.g. if the Social Worker or the Team Manager do not have the authority/remit to implement a decision the process should start with the manager with the appropriate authority/responsibility.

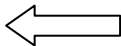
Issue raised in the Review or Issue raised outside of the Review

INFORMAL RESOLUTION



Alert the Social Worker in writing

Resolved



Set timescales for the work to be completed –

Issues/s not resolved

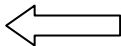


FORMAL RESOLUTION

Stage 1. (IR 1)

IRO to alert in writing the Team Manager and cc the social worker.

Resolved



Work to be completed in 4 working days

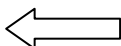
Issue/s not resolved



Stage 2 (IR 2)

IRO alert in writing, the appropriate Service Manager and cc Team Manager, Social Worker and IRO Team Manager.

Resolved



Work to be completed in 4 working days

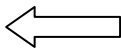
Issue/s not resolved



Stage 3 (IR 3)

IRO alert, in writing, the Assistant Director and cc Service Manager, Team Manager, Social Worker and IRO Team Manager and IRO performance and Quality Assurance Manager for children in care.

Resolved



Work to be completed in 4 working days

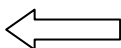
Issue/s not resolved



Stage 4 (IR 4)

IRO, in consultation with their Team Manager, alert in writing SCS Director and cc the Assistant Director of Children's Services, Service Manager, Team Manager, IRO Team Manager and IRO performance and Quality Assurance Manager for children in care.

Resolved



Work to be completed in 4 working days

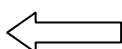
Issue/s not resolved



Stage 5 (IR 5)

IRO in consultation with their Team Manager, alert in writing the Corporate Director and cc SCS Director, the Assistant Director of Children's Services, the Service Manager, Team Manager, IRO Team Manager and IRO performance and Quality Assurance Manager for children in care.

Resolved



Work to be completed in 4 working days.

Issue/s not resolved



Referral to CAFCASS (IR 6)

The IRO, with the IRO Team Manager and the Performance and Quality Assurance Manager for Children in Care, to consider with legal advice whether to a to referral to CAFCASS should be made.

The timescales at each stage of the formal dispute process is guidance. In some cases it will be appropriate for the IRO to escalate at a higher stage immediately or to give more time in any given stage before escalating. In exceptional cases, where it would be beneficial to a successful resolution IRO's, with the permission of their line manager, can call a 'time out' from the formal dispute process. This might involve waiting until a required person becomes involved to undertake work or the child and/or the family need time to make a decision. The key issue is applying the dispute resolution process is to make this as effective as possible in resolving an issue that is getting in the way of the child's needs being met.