

# IRO Dispute Resolution Flowchart

## Process for Addressing Practice and other Concerns

Practice or other concerns identified by Independent Reviewing Officers for Children Looked After

YES

Inform Service Manager or Deputy Head of Service (operational)

Serious enough to warrant immediate action

NO

**STAGE 1** Reviewing Officer issues Quality Assurance Form (stage 1) to the relevant person & their manager - normally social worker & Team Manager to respond within 15 working days. IRO signs off response when received if satisfactory. If response not received in timescale or not satisfactory, IRO to discuss case immediately with the Senior IRO to decide what further action needed. The completed Alert Forms will be logged electronically by IRO admin. QA forms will be placed on the child's file by the SW / admin.

**STAGE 2** Senior IRO to discuss issues with operational Deputy Head of Service for the case immediately following the discussion with IRO. This discussion will be recorded on the child's file by the Senior IRO within 24 hours. Urgent action plan to be agreed with actions to be taken within one week

**STAGE 3** If issues cannot be resolved, Head of Service (operational) & Head of Service QA to discuss. If necessary a Professionals meeting should be held within one week following the stage 2 discussion, to be chaired by Head of Service QA with attendance of social worker, IRO, Team Manager & operational Head or Deputy Head of Service to discuss and agree actions to be taken within one week.

**STAGE 4** If following meeting, issues still not resolved satisfactorily, Head of Service QA will discuss concerns with Service Director or Strategic Director as appropriate, to agree if any further action can be taken before referral to CAFCASS made

The principles in this process should also apply where the dispute relates to another part of the Council. The relevant Service Director should be informed if the matter progresses to Stage 3 or beyond in these situations.