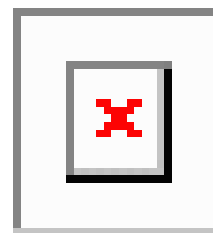# Dispute Resolution Protocol

Guidance

The Dispute Resolution Protocol relates to resolution of serious and significant issues identified during the Looked After review process. It does not replace procedures or systems in place for resolving any other problems or conflicts in relation to a case or between other parties and is solely for use by the IRO to address matters within the Local Authority in relation to care planning or practice standards. This Protocol should be read in conjunction with the Looked After Reviews Procedure, in the Harrow Procedures at http://www.online-procedures.co.uk/harrow/

The Protocol has 3 Stages

Stage 1: of the protocol is effectively the 5 days which have elapsed in remedying the issues which were identified by the IRO above

Stage 2: Should the matter remain unresolved at the IRO will progress the Resolution Protocol and task the Service Managers QA and Operational Services to resolve within 5 days. The outcome of the dispute will need to be entered on the relevant FrameworkI episode. Stage I is not required as a pre-requisite to stage 2. If the issue is very significant .i.e. something that will have a significant impact on the child s life e.g. a change of placement or school and the IRO is not in agreement and this cannot be resolved by discussion with team manager she should effectively initiate stage 2 by addressing the Operational and QA Service managers and copying in everyone who would be included at stage 1.

Stage 3: Should the matter remain unresolved the IRO will progress to the Divisional Director Targeted Services. If having examined the issue the Divisional Director decides that she would decide in favour of the action suggested by the Operational Service Manager rather than the IRO the Divisional Director will pass the decision to the Corporate Director. The decision then needs to be entered on FrameworkI. This needs to happen within 15 days of the original notification on the IRO monitoring form or 10 days if the process has begun at Stage 2.