**Stages of Dispute Resolution – Child Protection [CP]**

**Stage 1**

If there is a disagreement in the decision/outcome of the Child

Protection Case Conference (CPCC) between IRO and SW, discussion to take place between the SW and the IRO and the query/issue is resolved.

**LIQUID LOGIC Case Notes to Include: query, action, outcome (IRO)**

**LIQUID LOGIC Case Notes to Include: query, action, outcome (by IRO)**

**Day 1-2**

**Stage 2**

Outcome of stage 1 has not been achieved within the timeframes, IRO discusses this with the relevant Team Manager to resolve the issue.

**LIQUID LOGIC Case Notes to Include: query, action, outcome (IRO/Head of Safeguarding)**

**Day 3-4**

**Day 5-6**

**Stage 3**

If there is no resolution to the query/issue, an escalation must be made to the operational Head of Service and a meeting to be held between the IRO and the relevant Service Manager/Head of Service to discuss issues accordingly and come to a decision.

**LIQUID LOGIC Case Notes to Include: query, action, outcome (IRO)**

**Day 7-8**

**Stage 4**

If the issues are not resolved following the Stage 3 meeting/discussion, an escalation must be made to operational Head of Service, Head of Safeguarding and Quality Service and a meeting arranged involving the SW, Team Manager and IRO to discuss issues accordingly and come to a decision.

The Head of SQS will make the final decision if the matter cannot be resolved.

**LIQUID LOGIC Case Notes to Include: query, action, outcome (Head of SQS)**

**Day 9-10**

**Stage 5**

In the event that the Operational Head of Service is not in agreement with the decision of the Head of SQS, the matter will be escalated to the Director of Children and Family Services.

**LIQUID LOGIC Case Notes to Include: query, action, outcome**

**Stages of Dispute Resolution– Looked After Children (LAC)**

**Stage 1**

IRO has a query / issue with an aspect of the Care Plan and/or case management and holds a discussion with the SW/professional and the query / issue is resolved.

**LIQUID LOGIC Case Notes to Include: Query, Action, Outcome (IRO)**

**Day 1-2**

**Stage 2**

Outcome of Stage 1 has not been achieved in a timely manner and therefore the IRO alerts the TM to this query / concern and the issue is then resolved

**LIQUID LOGIC Case Notes to Include: Query**, **Action**, **Outcome (IRO)**

**Day 3-4**

**Stage 3**

If there is no resolution to the query/issue, an escalation must be made to the operational Head of Service and a meeting to be held between the IRO and the relevant Service Manager/Head of Service to discuss issues accordingly and come to a decision.

**LIQUID LOGIC Case Notes to Include: Query**, **Action**, **Outcome (IRO)**

If there is no resolution to the query / issue, a meeting to be held between the SW, TM, IRO & Safeguarding Children and Quality Assurance (SQAS). Discussion & outcome of meeting to be captured on LIQUID LOGIC & Service Managers/Heads of Service e.g. lac, fostering to be alerted to this accordingly. The relevant service manager to be invited to attend if appropriate

**LIQUID LOGIC Case Notes to Include: Query, Action, Outcome**

**Day 5-6**

**Stage 4**

If the issues are not resolved following the Stage 3 meeting/discussion, an escalation must be made to operational Head of Service, Head of Safeguarding and Quality Service and a meeting arranged involving the SW, Team Manager and IRO to discuss issues accordingly and come to a decision.

The Head of LAC will make the final decision if the matter cannot be resolved.

**LIQUID LOGIC Case Notes to Include: Query, Action, Outcome**

**Day 7-8**

**Stage 5**

In the event that the IRO or the Head of SQS are not in agreement with the decision of the Head of LAC, the matter will be escalated to the Director of Children and Family Services.

**LIQUID LOGIC Case Notes to Include: query, action, outcome**

**Day 9-10**

**Stage 6**

Should the IRO maintain their position, the IRO will consider escalating to CAFCASS