**IRO ISSUES RESOLUTION PROCESS for CIC**

The IRO may refer the matter to CAFCASS at any point in this process and may also make a concurrent referral to CAFCASS at the same time that he or she instigates the dispute process. Independent Legal Advice may be

sought at any point during this process. The IRO can exercise discretion at which level to escalate in proportion to the severity and urgency of the identified issue.

IRO identifies concern

**NB:** Consider whether an early

CIC review/professionals meeting would assist and avoid dispute

Is this serious enough to need immediate action?

**NB:** There is an expectation most concerns would be resolved within this stage

NO

YES

**Informal challenge:**

A 1:1 face to face or telephone case discussion to take place wherever possible within 48 hours to agree actions/remedy but this should not introduce delay

* Timeframe for resolution: 5 working days
* IRO to record within Care Director
* QAAS BS to add to spreadsheet

**Stage One:**

IRO to raise formal challenge and forward to relevant manager setting out why escalated and remedy sought

* Timeframe for resolution: 5 working days
* QAAS BS to update spreadsheet
* IRO to record within Care Director
* IRO adds summary comment to Care Director and closes challenge
* QAAS BS updates spreadsheet
* IRO updates QAAS SM

Resolved?

YES

Resolved?

NO

NO

YES

YES

**Stage Two:**

IRO to notify QAAS SM and escalate

* Timeframe for resolution: 5 working days
* QAAS BS to update spreadsheet
* IRO to record in Care Director

**Stage Four:**

IRO to notify QAAS SM and escalated to DCS

* Timeframe for resolution 5 working days
* QAAS BS to update spreadsheet
* IRO to record in Care Director
* DCS to add case note to Care Director

NO

YES

Resolved?

NO

Resolved?

**Stage Three:**

IRO to notify QAAS SM and escalate to HoS/ADM

* Timeframe for resolution 5 working days
* QAAS BS to update spreadsheet
* IRO to record in Care Director
* HoS/ADM to add case note to Care Director