**IRO DISPUTE PROCESS FOR POST 18 PATHWAY PLAN REVIEWS:**

**NB:** Consider whether a review meeting would assist and avoid dispute

IRO identifies concern

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

Is this serious enough to need immediate action?

YES

NO

**Stage One:**

IRO to raise formal challenge with the relevant line manager setting out why escalated and remedy sought

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

**Informal challenge:**

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

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

NB: Case note to be titled Post 18 Pathway Plan Dispute

Resolved?

NO

NO

* IRO adds summary comment to Care Director and closes challenge
* QAAS BS updates spreadsheet

Resolved?

YES

**Stage Two:**

IRO to notify QAAS SM and escalate to next tier Manager within the organisation concerned

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

YES

Resolved?

YES

**Stage Three:**

IRO to notify QAAS SM and escalate to next tier Manager within the organisation concerned

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

**Stage Four:**

IRO to discuss with QAAS SM and agree escalation to SAB

* QAAS BS to update spreadsheet
* IRO to record in Care Director

NO

NO

Resolved?

YES