

Children first and at the heart of all we do

CHILDREN'S SERVICES

MASH / Assessment - Dispute Resolution Process

The MASH / Assessment Dispute Resolution Process is to be followed when a case is progressed to the Assessment Service at **Level 3 or 4**, and the Assessment Team Manager does not agree with the decision-making and recommendations.

Stage One

If an Assessment Team Manager disagrees with a MASH decision, the Assessment Team Manager should make contact with the relevant MASH Team Manager to have a conversation. If resolved and an agreement has been reached, the Assessment Team Manager should record the conversation and resolution on the child's file.



Stage Two

If the Assessment Team Manager and MASH Team Manager are unable to reach an agreement, the case shall be escalated to the Assessment Service Manager and MASH Service Manager, who will work together to reach a resolution **within 24 hours**.

If either the Assessment Service Manager or the MASH Service Manager is not available, both the Assessment Team Manager and the MASH Team Manager are to have a discussion with the available Service Manager, with a resolution to be agreed **within 24 hours**.

NOTE –

All challenges should be undertaken in a professional manner, and the child and family should remain the focus of the discussion and challenge.

Contacts are not to be re-assigned back to MASH unless there is incorrect information on the referral.

Date: 20th May 2021

