IRO Escalation Process Flowchart

IRO Escalation Form completed

N.B. If CLA, IRO can initiate the formal dispute resolution process at any stage

IRO forwards escalation form to CSW and SW via email and records brief details on Liquid Logic under case note of 'IRO – escalation'

No response received within 10 working days or IRO not satisfied with response

IRO escalates concern to Group Manager

CSW completes and returns escalation form by email within ten working days

Group Manager responds within 5 working days

If satisfied, IRO records outcome on Liquid Logic under case note of 'IRO escalation'

No response received within 5 working days or IRO not satisfied with response

IRO escalates concern to Head of Service

Head of Service responds within 3 working days

Although IROs a will aim to resolve issues at as low and informal a level of possible, the IRO may bypass any of the stages if doing so is felt to be in the child's best interests

No response received within 3 working days or IRO not satisfied with response

IRO escalates concern to Assitant Director

Assitant Director responds within 2 working days