Problem Resolution Flow Chart

Review	**Stage 1**
IRO produces starred recommendation and timescales for completion. Sends to Social Worker, Team Manager and IRO Manager within 2 days	Maximum of 2 Working Days

Team Manager responds to IRO stating if:

A) they agree and are able to implement recommendation, or

B) they don't agree and will not implement recommendation, or

C) they do not have remit to implement recommendation

Stage 2 — Maximum of 2 Working Days

Response A, B or C (decision)

Route A →

IRO Monitors
- Form placed on child's file
- SW to inform IRO on completion
- Complete within timescale?

Route C →

Route B ↓

IRO informs IRO Manager — Decision made to progress to Stage 3

(no →)

yes ↓

IRO & Team Manager discussion with a view to resolving matter informally

Stage 3 — Maximum of 4 Working Days

Agree yes/no — Yes →

No ↓

IRO discussion with IRO Manager — Decision made whether to pursue further → IRO informs child and advocate where applicable

Pursue yes/no — No →

Stage 4 — Maximum of 4 Working Days

Child provided with complaints procedure

Child referred to Children's Rights Service

Yes ↓

Discussion between IRO, IRO Manager, Team Manager & Senior Manager with a view to informal resolution
IRO Manager to inform Safeguarding Service Manager & seek advice

Resolved yes/no — Yes →

No ↓

Discussion between IRO, IRO Manager, Safeguarding Service Manager and Assistant Director Childrens Social Care

Stage 5 — Maximum of 4 Working Days

Resolved yes/no — Yes →

No ↓

IRO & IRO Manager make a decision with advice from Safeguarding Service Manager

No resolution but matter is for internal decision by CSC only

IRO seeks legal advice — Progression to Stage Six

Discussion between IRO, IRO manager, Safeguarding Service Manager, Assistant Director & Director

Stage 6 — Maximum of 4 Working Days

Resolved yes/no — Yes →

No ↓

IRO must refer to CAFCASS

Decision taken to proceed or not to proceed

Next Statutory Review