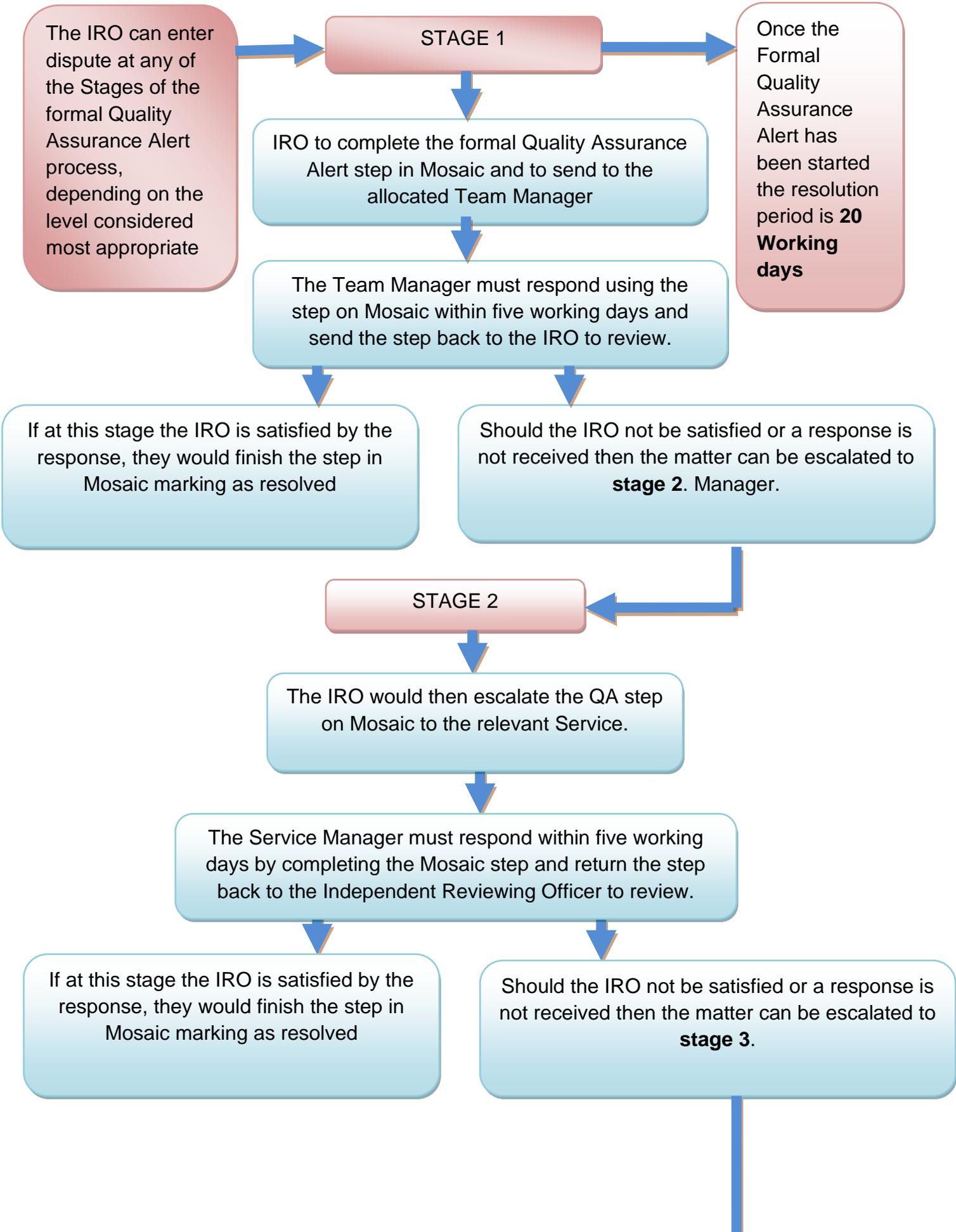


Formal Quality Assurance Alert Process



STAGE 3

The IRO would then escalate the QA step on Mosaic to the relevant Head of Service.

The HOS must respond within five working days by completing the Mosaic step and return the step back to the Independent Reviewing Officer to review.

If at this stage the IRO is satisfied by the response, they would finish the step in Mosaic marking as resolved.

Should the IRO not be satisfied or a response is not received then the matter can be escalated to **stage four**. IRO's are to ensure the Safeguarding and Performance Service Manager is aware of the case and situation before sending the alert to the Assistant Director.

STAGE 4

The Quality Assurance Alert is updated if necessary and the Mosaic Step is sent to the relevant Assistant Director of Children Services. and add to the Challenge Meeting Agenda

The Assistant Director must respond within five working days by completing the Mosaic step and return the step back to the IRO to review.

If at this stage the IRO is satisfied by the response, they would finish the step in Mosaic marking as resolved.

Should the IRO not be satisfied or a response is not received then the matter can be escalated to **CAFCASS**.

Escalate to CAFCASS
See appendix 3. Referrals to CAFCASS form