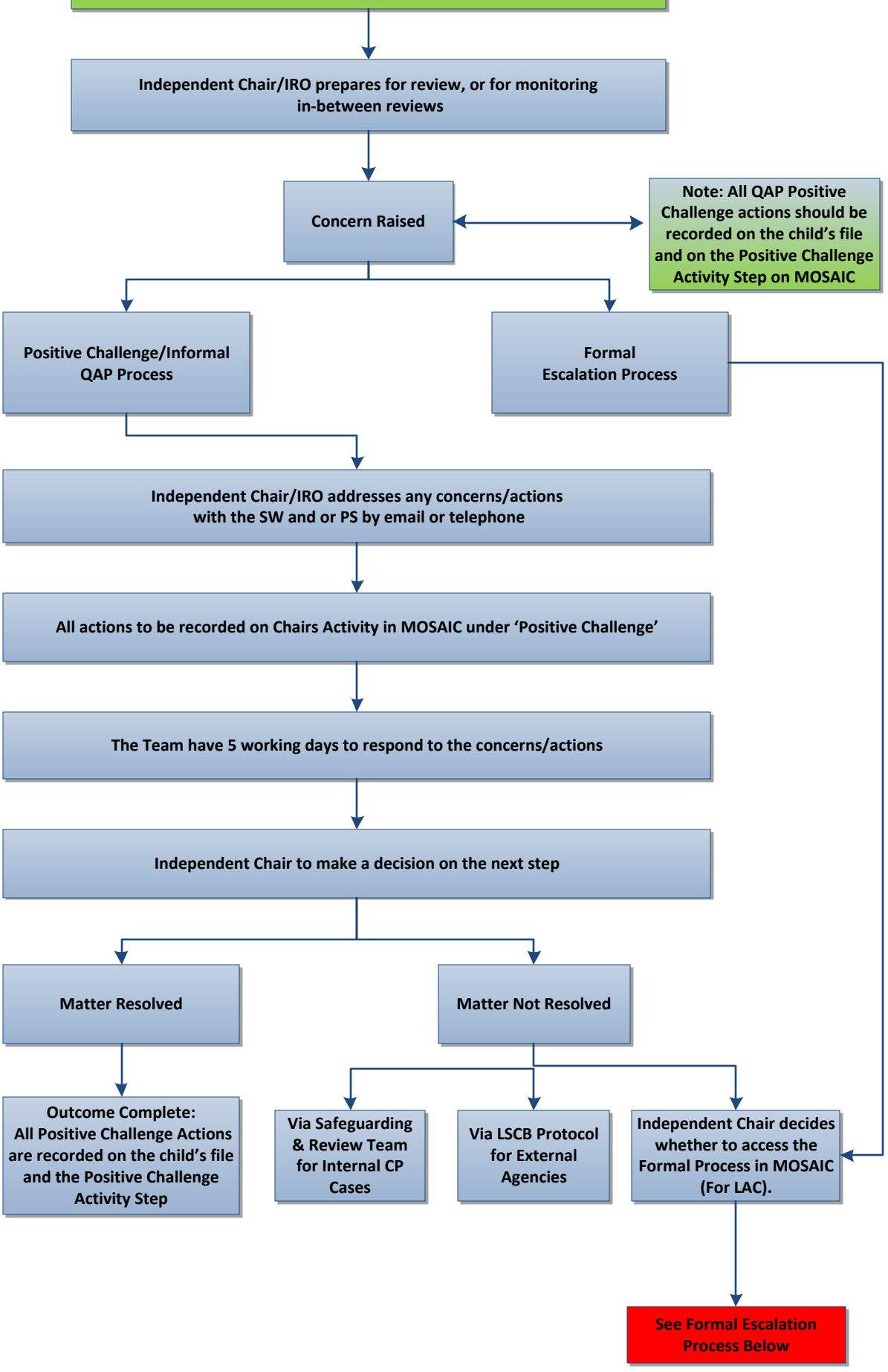
Appendix 1

Quality Assurance Process – Positive Challenge (for LAC)

04/2019



04/2019

Formal Escalation Process (for LAC)

The Independent Chair/ IRO can enter into any of the 3 Stages of the Formal Escalation Progress considered the most appropriate level

Once the Formal Escalation Process has been accessed the Resolution Period is 20 working Days

Stage 1

Complete work step in MOSAIC and send to relevant TM, the SW, PS & IRO to be notified by email

TM to respond using the Step within 5 working days

Independent Chair to make a decision on the next step

- Satisfied by the Response → Outcome complete: Record the step & notify TM
- Not Satisfied by the Response → Escalate to Stage 2

Stage 2

Complete work step in MOSAIC, send to relevant CSM, the TM, Chair TM & Senior IRO Manager should be notified by email.

CSM to respond using the Step within 5 working days

Independent Chair to make a decision on the next step

- Satisfied by the Response → Outcome complete: Record the step & notify CSM & TM
- Not Satisfied by the Response → Escalate to Stage 3

Stage 3

Complete work step in MOSAIC, send to relevant AD, the CSM, TM, & Senior IRO Manager should be notified by email.

AD to respond using the Step within 5 working days, details of response to be recorded on MOSAIC by Independent Chair

Independent Chair to make a decision on the next step

- Satisfied by the Response → Outcome complete: Record the step & notify AD & CSM & TM
- Not Satisfied by the Response → Escalate to CAFCASS → See Appendix 2: Referrals to CAFCASS Form