

Case / Conflict Resolution Flowchart

Escalations should be raised in a variety of methods either via telephone, face to face or other type of internet meeting. All escalations should be recorded to ensure that the procedure is effective, transparent and for auditing purposes. Escalation via e-mail is not recommended as effective multi-agency working requires professional challenge and discussion in a suitable format and in the most timely way possible.. Any escalation should follow the steps below within the maximum timescales stated. Before progressing an escalation through the stages of this process, evidence should be provided that all efforts at the previous stage have been explored.

