



# APPEALS IN RELATION TO ACCESS PATHWAY MULTI-AGENCY DECISION MAKING PROCESS

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## Appeals in relation to access pathway multi-agency decision making process

### SCOPE

This procedure relates to the rights of parents/carers, children and young people (if of sufficient age and understanding) to appeal against the Access Pathway, which is a multi-agency panel who make recommendations of further support or refer onwards to specialist services where further screening or assessment may be appropriate.

### Eligibility to use this procedure

Parents/carers, children and young people may wish to appeal if they have any concerns over the joint decisions and recommendations made by the Pathway Panel.

All parties must be made aware that this process cannot itself change recommendations and that whilst an appeal is underway, the recommendations made by Access Pathway Panel remains.

At all stages of this appeals process, the appellant may bring an advocate or friend to support them. Particular consideration must be given to children/young people who may not be as articulate or able to fully understand the process and therefore may need an advocate.

Please note complaints about individual agencies, their performance and provision (or non-provision) of services will not be dealt with under this procedure and should be responded to in accordance with the relevant agency's complaints handling process (See section 4).

### Appealing against an access pathway recommendation

Where a parent/carer is not satisfied with the joint recommendations by the Panel, the parent/carer is advised to make contact with the author/lead professional (the person who helped complete the referral) to discuss panel's decision further with any immediate concerns.

Where the author/lead professional is unable to support the parent/carer with their query/concern then the author/lead professional should email the Access Pathway Coordinator ([Access-pathway@nelincs.gov.uk](mailto:Access-pathway@nelincs.gov.uk)) to discuss these comments or concerns further.

The Access Pathway will acknowledge the receipt of this email and will make contact with the author/lead professional within 5 working days to arrange a telephone conversation to discuss in more detail with the author/lead professional and parent/carer, child or young person.

The outcome of this meeting may lead to one of the following actions being implemented:

- Recommendations made by Access Pathway Panel are upheld
- Further information is requested and appeal requires investigation
- Recommendations to be amended/changed and a follow-up panel review arranged

These actions will be resolved within 15 working days from the date of the telephone conversation or face-to-face meeting.

### **Appealing against a specialist screening or assessments**

Access Pathway will directly refer children/young people to services which undertake specialist screening or assessments. Appealing about the individual services that undertake or lead specialist screening or assessment (e.g. ADHD/ASD) will not be dealt with under this policy and you should contact these individual organisation in accordance with their feedback and complaints policies.

### **Complaints process**

Complaints will be taken once the appeals process has been exhausted as outlined above and you should contact the Access Pathway Coordinator to commence this process at [access-pathway@nelincs.gov.uk](mailto:access-pathway@nelincs.gov.uk)

**Please note: If your feedback does not refer to the access pathway panel process then we would advise you to make contact with the appropriate organisation to discuss your concerns.**

**For NELC please use the [feedback form](#)**

**For NEL Health and Care Partnership email [hnyicb-nel.askus@nhs.net](mailto:hnyicb-nel.askus@nhs.net)**

