### A black background with blue text AI-generated content may be incorrect.

### Process: Escalation Pathway (Starter)

*Make it easy for stakeholders to be heard*

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| --- | --- | --- | --- |
| **Doc ID** | LS-PRO-0001 | **Doc Type** | Process |
| **Version** | v1.0 | **Status** | Approved |
| **Confidentiality** | Public | **Last Updated** | 2025-09-27 |
| **Principal** | Community | **Next Review** | 2026-06-30 |

## Change Log

|  |  |  |  |
| --- | --- | --- | --- |
| **Date** | **Author** | **Change** | **Version** |
| 2025-09-27 | LucidSeal | Initial Version | v1.0 |

### Process: Escalation Pathway (Starter)

*To make it clear how concerns are raised and handled.*

**💡 Tip for community use -** Customise this pathway for your own group — swap in the real contact points, names of committees, and response timeframes. Share it openly (e.g., on your website or in onboarding packs) so everyone knows how to raise a concern before problems grow.

## Start Local

* Raise your concern with the person or team most directly involved.
* Many issues can be resolved quickly and informally at this stage.

## **Escalate to a Coordinator**

* If the issue is not resolved, or you don’t feel comfortable raising it locally, contact the **Community Coordinator / Team Lead**.
* They will:
  + Listen to your concern.
  + Record the issue in a simple log (date, summary, next steps).
  + Aim to provide a clear response within a set timeframe (e.g., 5 business days).

## Escalate to Governance / Leadership

* If the concern remains unresolved, it is escalated to the **Governance or Leadership group** (e.g., Board, Advisory Panel, or Oversight Committee).
* At this level, the issue will be:
  + Reviewed against community principles and policies.
  + Assigned a responsible decision-maker.
  + Given a formal written response.

## External Referral (if needed)

* If the issue relates to **legal, safety, or regulatory concerns**, it may be referred to an external body (e.g., privacy regulator, law enforcement).
* This step will only happen when necessary and, where possible, with transparency to the person raising the issue.

## Principles We Follow

* **Respectful** → All concerns are treated seriously and fairly.
* **Timely** → Clear response timeframes at each stage.
* **Transparent** → Updates are shared so you know where things stand.
* **Safe** → No negative consequences for raising an issue in good faith.