



Process: Escalation Pathway (Starter)

Make it easy for stakeholders to be heard

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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.