



Escalation Procedure Stages of Complaint with Actions

Stage 1 - Complaint Received

Immediate Response:

- Telephone/Email
 - Complainant is advised the complaint has been acknowledged and will be investigated as priority over the phone and/or via email

Stage 2 - Complaint Logged

Within 1 business hour:

- Complaint logged on internal CRM, and an email response to complainant confirming unique Case Reference Number

Stage 3 - Complaint Investigated

Within 2 business days:

- Internal investigation with assistance of the Service Delivery Manager, which may be escalated to Director level if required.
- Corrective action from the investigated implemented, and a conclusive response to customer

Stage 4 - Complaint Reviewed

Within 20 business days:

- Review effectiveness of corrective actions
- Identify any risks and opportunities as part of the continuous improvement process
- Make any necessary changes to the Quality Management System (QMS)

