

## Escalation Procedure

<u>Complaint Stages</u>		<u>Actions</u>
1	Complaint received	<b>Telephone – Immediate Response:</b>  Customer is advised the complaint has been acknowledged and will be investigated as priority.
		<b>Email – Immediate Response:</b>  Customer receives a call from a member of Elementary Technology confirming the complaint has been acknowledged and will be investigated as priority.
2	Complaint logged on internal CRM	<b>within 1 business hour</b>
3	Email response to customer confirming unique <b>Case Reference Number</b>	
4	Internal investigation with assistance of the Service Delivery Manager	<b>within 2 working days</b>
	(if required) Escalation to Director level	
5	Corrective action implemented	
6	Conclusive response to customer	
7	Review effectiveness of corrective actions	<b>Within 20 working days</b>
	Identify any risks and opportunities as part of continuous improvement process	
	Make any necessary changes to the Quality Management System (QMS)	