

Escalations Flow

Investigate the issue

- Listen to the scheme users concern fully
- Investigate the account and provide correct information
- Display empathy and understanding
- Remain calm and professional throughout the call

Seek Further Advice

- Place the customer on hold and seek advice from a team leader (***this can be any team leader on the floor***)
- Take on board any alternative solutions offered to resolve the scheme users complaint

Escalate the Complaint

- **Team leader available to take call**
 - Transfer the call to a team leader where they are available so they can handle the complaint at their desk
- **Team leader not available to take call**
 - Arrange a call back by raising a service request and assign this to the team leader you have been speaking with
 - Advise scheme user they will receive a call within **48 hours**