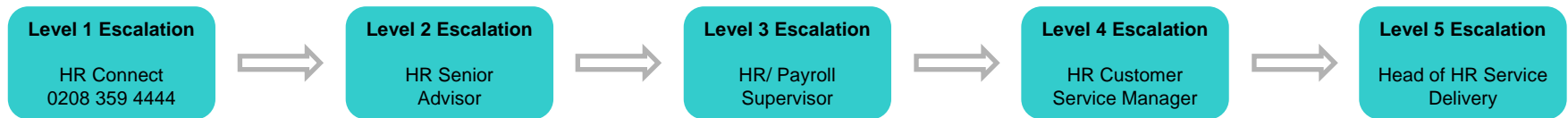


HR SERVICE DELIVERY "HR Connect"



Escalations & Exceptions Procedure

(Version 1.2 – 19 October 2011)

When to Escalate a HR Connect Request?

- If you have a complaint related to your HR Connect request; for example:
 - HR Service Delivery have not provided you with the correct information or correct solution
 - You are not satisfied with a decision HR Service Delivery have taken
 - Evidence of a HR Service Delivery policy or process not being followed

- If you would like to report an issue / problem; for example:
 - Issue's related to breach of data confidentiality e.g. confidential data sent to wrong recipient, sensitive documents misplaced, misuse of confidential data etc.
 - Service centre availability is not satisfactory e.g. call was not answered, document was not handled etc.
 - HR Service Delivery have missed the agreed Service Standards

- If you would like to provide feedback (Satisfaction / Dissatisfaction)
 - The agent who dealt with the request acted professionally / unprofessionally
 - The request was picked up and fully understood immediately / the request was not picked up until the last moment and / or the resolution needed several email / telephone prompts
 - High quality or lack / poor communication received etc.

Why Escalate?

- To draw attention / highlight the issue
- To facilitate the creation of an action plan to resolve the issue within an agreed timescale

What will HR Service Delivery do for you?

- Acknowledge receipt of escalation
- Manage the escalation at the appropriate level
- Analysis and Resolution of the issue
- Implement corrective actions if needed

How to Escalate

● **First Level Escalation**

Call the **HR Connect Centre** internally on *Extension 4444* or externally on *020 8359 4444* and ask for your issue to be '**Escalated**', or Email HR.Connect@Barnet.gov.uk with the word '**ESCALATION**' in the subject line. All escalations will be acknowledged within 1 working day. Please provide all the relevant details: summary of request and event along with the customer reference number.

● **Second Level Escalation**

Where resolution has not been provided by HR Connect within the 1 working day a **Senior Team Advisor** (Raheela Shah/Sophia Nakhimoff/Jaina Vekaria) will take ownership of the escalation and will respond within ½ a working day.

● **Third Level Escalation**

Where resolution has not been provided by a Senior Team Advisor within ½ a working day either the **HR Supervisor** (Amber Raza) or the **Payroll Supervisor** (Pauline Carroll) will take ownership of the escalation and will respond within ½ a working day.

● **Fourth Level Escalation**

Where resolution has not been provided by a HR/Payroll Supervisor within ½ a working day the **Customer Service Manager** (Carla-Jane Dunton) will take ownership of the escalation and will respond within 1/2 a working day.

● **Fifth Level Escalation**

Where an 'Escalation' Resolution has not been provided by the Customer Services Manager within the above timescales. The **Head of HR Service Delivery** (Mark Rudd) will report all 'Fifth Level Escalations' to the **Assistant Director of Human Resources** (Jacquie McGeachie) and update progress as required.

When to ask for an Exception?

- Occasionally, you may need a request (inquiry or transaction) handled urgently or outside of the normal SLA timeframes

What will HR Service Delivery do for you?

- Analyse the situation and decide if the 'Exception' can be granted
 - HR Service Delivery will consider the followings before a decision is made:
 - Reasoning provided for the 'Exception' request
 - Complexity of manual workaround (if needed to process the 'Exception')
 - Current workload of the team; number of 'Exceptions' already received for the day
- We will confirm back to you within 4 hours if the 'Exception' can be granted and agree the timescales to complete the 'Exception' request. Please note a charge may be made for the service

How to ask for Exception?

- Call HR Connect Centre internally on Extension **4444** or externally on **020 8359 4444** and ask for your issue to be handled on exception basis, or
- Email HR.Connect@Barnet.gov.uk *with the word 'EXCEPTION' in the subject line*
- Provide all the relevant details; summary of request and events