**Escalations**

If appropriate actions are not taken to resolve a case within the time scales highlighted, the case may need to be escalated. As well as agreeing contacts for our Caseworkers to use, we also need to agree an escalation route with more senior managers at each supplier.

The initial escalation stage will be for a team manager or Stakeholder Liaison Officer to contact the first or second person in the escalation route. If this doesn’t achieve the required outcome the case will be escalated to the Head of the Extra Help Unit or the Policy & Stakeholder Manager, who will discuss this issue with their contact at the company involved.

When a case is escalated to a more senior person at the supplier, we would normally expect that person to respond to the escalation. We would never expect for an escalated case to be passed back to the original complaint handler until a discussion has taken place with the Manager or Stakeholder Liaison Officer who has raised the concern.