**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 an EHU Team Manager to contact the first or second person in the relevant energy supplier’s escalation route.

When a case is escalated to a more senior person within the supplier, we would expect that person to review the case and respond in a timely manner. 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 who has raised the concern.

If this doesn’t achieve the required outcome the case will be escalated to the EHU Policy & Stakeholder Manager or Head of the Extra Help Unit, who will discuss this issue with their contact at the company involved.