

The Access Group – Customer Escalation Procedure

We are committed to providing a high-quality service to all our clients. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

If you have a complaint that cannot be resolved through your normal communication channels (Project Manager, Customer Success Manager, Lead Consultant, Account Manager) this will be referred to our Escalation Management Team for review.

What will happen next?

1. We will assign an Escalation Manager to assist with the resolution of your complaint and initiate an investigation which will involve reviewing the information provided and engaging with other areas of the business.
2. This may take several days – depending on the nature of the issue but we will provide an indication of timescales and when updates can be expected.
3. If necessary a meeting will be arranged over the telephone, with your designated Escalation Manager and any other appropriate parties from either side. Such meetings shall be conducted in such manner as to promote a consensual resolution of the dispute in question.
4. Within three days of the meeting, we will write to you to confirm what took place and document any solution, actions or agreements from that meeting.
5. If an agreement cannot be reached for resolution or you are still not satisfied, we can arrange for the Head of Escalation Management to review the situation and further actions can be undertaken from that review as appropriate
6. In the event of a contractual dispute then this would be addressed in accordance with the terms of the contract between us. This may include the use of a mediation service such as Centre for Effective Dispute Resolution (CEDR) or a similar process to ensure an equitable solution.