

Professional Services Hub

Management of Queries and Escalation Process

Excellent customer service continues to be very important to us and when our customers experience any issue or concern with any of the services the PS Hub teams provide, it is necessary for a clear Escalation Procedure for staff and managers to follow to get the help they need and to resolve the issues as quickly as possible.

Any issues or problems will be dealt with by a member of the PS Hub in a professional and timely manner.

Management of day-to-day queries

One Desk provides a centralised point of contact for all members of UCL for a wide range of services.

One Desk - HR - 020 3108 7160

One Desk - IT - 020 7679 5000

One Desk AP - 0203 108 8769

One Desk -MyFinance - 0203 108 5699

One Desk - Room Bookings - 020 3108 3133

One Desk - Switchboard - 020 7679 0000

All general queries or updates on progress of a ticket should be managed through the self-service functionality in Remedy. This functionality allows staff to follow the progress of a case, ask questions and request/provide further information.

Staff can also contact the PS Hub teams using the emails below.

HR Services – hr-services@ucl.ac.uk

IT Services – itservices@ucl.ac.uk

AP- accountspayable@ucl.ac.uk

Credit Control – creditcontrol@ucl.ac.uk

Student Fees - fees@ucl.ac.uk

NHS Billing – nhsbilling@ucl.ac.uk

Treasury – financeremittance@ucl.ac.uk

Business Operations – businessops@ucl.ac.uk

Room booking – roombookings@ucl.ac.uk

Timetabling – timetabling@ucl.ac.uk

Conferences – conferences@ucl.ac.uk

Automation & Operational excellence – psh.ci@ucl.ac.uk

For all queries, the Remedy ticket number (assigned to the original query) should always be quoted to ensure we are able to identify the relevant case and respond quickly.

Escalations

Where queries cannot be addressed through the above query resolution route or where the issues are not being dealt with to your satisfaction, the Team Leader/Senior Advisor should be contacted as the first escalation point. If there is an ongoing need to escalate, then the next stage of escalation should be followed, as detailed below.

Function	Team	1 st escalation	2 nd escalation	3 rd escalation	4 th escalation
One Desk	IT	Senior Analysts: Asad Miah, Ryan Cornish, Salman Ahad, Dumitri Cotelea	Managers: Dumutri Straulat, Jats Gill	Head of One Desk: Karen Yuen	Director: Jodie Trumper
One Desk	HR	Senior Analysts: Lisa Trinh, Baraba Robertson	Manager: Heena Varsani	Head of One Desk: Karen Yuen	Director: Jodie Trumper
One Desk	Finance / Room Bookings / Switchboard	Manager: Hannah Johnson	Head of One Desk: Karen Yuen	Director: Jodie Trumper	
HR	Contracts/Onboarding	Team Leader: Ludi Oluwemimo Judy Radzka-Tyburska	Manager: Natalie Scargill	Head of HR Services: Bruno Schiavo	Director: Jo Wilkes
HR	Employment Lifecycle	Senior: Daisy Gnandi	Manager: Natalie Scargill	Head of HR Services: Bruno Schiavo	Director: Jo Wilkes
HR	VP/VPO's	Team Leader: (Denise Hebborn) Natalie Scargill	Manager: Natalie Scargill	Head of HR Services: Bruno Schiavo	Director: Jo Wilkes
HR	Payroll	Team Leaders: Tony Woodward, Neetu Mehta	Manager: Paul Frew	Head of HR Services: Bruno Schiavo	Director: Jo Wilkes
HR	Compliance	Team Leader: Ashwyn Shaw	Manager: Natalie Scargill	Head of HR Services: Bruno Schiavo	Director: Jo Wilkes
HR	Workforce Reporting & Analytics	Senior Analysts: Nikoleta Pappa, Rashpal Liddar	Head of: Rachna Kayasha	Director: Jo Wilkes	
Finance	AP	Head of: Habibur Choudhury	Senior: Alex Slatineanu	Director: Haydn Gibbins	
Finance	Credit Control	Manager: Virginia Rivera	Senior: Uzma Mohammedy	Director: Haydn Gibbins	
Finance	Student Fees	Manager: Helen Marsh	Team Manager Martin Lofthouse	Director: Haydn Gibbins	
Finance	NHS Billing	Manager: Lynda Masey	Senior: Philip Nicholson	Director: Haydn Gibbins	
Finance	Treasury	Manager: Steve Williams	Senior: Bharat Patel	Director: Haydn Gibbins	

Function	Team	1 st escalation	2 nd escalation	3 rd escalation	4 th escalation
Business Operations	Finance	Team Leader: Mahjabeen Ahmen Islam	Manager: Andrew Parsons	Head of BOS: Claire Tranter	Director: Jodie Trumper
Business Operations	Building Management	Manager: Andrew Parsons	Head of BOS: Claire Tranter	Director: Jodie Trumper	
Business Operations	Executive Support	Manager: Celeste Turner	Head of BOS: Claire Tranter	Director: Jodie Trumper	
Automation & Operational Excellence	Systems	Senior Advisors: Cameron McNeil Jonathan Wasse	Head of Systems: Helen Brown	Director: Jodie Trumper	
Automation & Operational Excellence	Any other	Director: Jodie Trumper			

The Process

So that we can respond to escalations in a timely manner, the originator should ensure that they clearly indicate that they wish to escalate an issue and in the first instance they should contact the relevant Team Leader/Senior Analyst.

All escalations must include the Remedy case number (where applicable) and can be notified to us by emailing the relevant Team Leader/Senior Analyst.

How escalations will be managed

We will treat all escalations seriously and as a priority and will ensure:

- An acknowledgement within 48 hours

This acknowledgement should include:

- A thank you for raising the issue
- Confirmation of who is dealing with the escalation, including contact details for future correspondence
- Confirmation that an investigation will commence

At this point, the person responsible for investigating the escalation will update an Escalation Log.

The Investigation

The investigation should commence immediately. The investigation should aim to understand the issue in more depth and may include liaising with relevant colleagues across other teams to ensure a full understanding of the complaint.

While we work to investigate, regular updates to the originator should be provided.

If we are unable to fully investigate and provide a detailed response within 5 working days of the date of the escalation, the originator will be kept informed of progress and be given an anticipated response date.

The Response

The response should always be in writing (e mail or letter) and should include the following:

- An apology where appropriate
- Brief details of the investigation (findings)
- A decision if appropriate

Reporting

The PS Hub Directors will regularly review the escalations and where it is identified that there are reoccurring issues, deal with this through discussions with the relevant Leadership Teams.