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.
<table>
<thead>
<tr>
<th>Function</th>
<th>Team</th>
<th>1&lt;sup&gt;st&lt;/sup&gt; escalation</th>
<th>2&lt;sup&gt;nd&lt;/sup&gt; escalation</th>
<th>3&lt;sup&gt;rd&lt;/sup&gt; escalation</th>
<th>4&lt;sup&gt;th&lt;/sup&gt; escalation</th>
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</thead>
<tbody>
<tr>
<td>One Desk</td>
<td>IT</td>
<td>Senior Analysts: Asad Miah, Ryan Cornish, Salman Ahad, Dumitru Cotelea</td>
<td>Managers: Dumitru Straulat, Jats Gill</td>
<td>Head of One Desk: Karen Yuen</td>
<td>Director: Haydn Gibbins</td>
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<tr>
<td>One Desk</td>
<td>HR</td>
<td>Senior Analysts: Lisa Trinh</td>
<td>Manager: Heena Varsani</td>
<td>Head of One Desk: Karen Yuen</td>
<td>Director: Haydn Gibbins</td>
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<tr>
<td>One Desk</td>
<td>Finance / Room Bookings / Switchboard</td>
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<td>Head of One Desk: Karen Yuen</td>
<td>Director: Haydn Gibbins</td>
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<tr>
<td>HR</td>
<td>Contracts/Onboarding</td>
<td>Seniors: Ludi Oluwemimo Judy Radzka-Tyburska</td>
<td>Manager: Natalie Scargill</td>
<td>Head of HR Services: Bruno Schiavo</td>
<td>Director: Jo Wilkes</td>
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<tr>
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<td>Employment Lifecycle</td>
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<td>Manager: Natalie Scargill</td>
<td>Head of HR Services: Bruno Schiavo</td>
<td>Director: Jo Wilkes</td>
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<td>HR</td>
<td>VP/VPO’s</td>
<td>Team Leader: Denise Hebborn</td>
<td>Manager: Natalie Scargill</td>
<td>Head of HR Services: Bruno Schiavo</td>
<td>Director: Jo Wilkes</td>
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<tr>
<td>HR</td>
<td>Payroll</td>
<td>Team Leaders: Tony Woodward, Neetu Mehta</td>
<td>Manager: Paul Frew</td>
<td>Head of HR Services: Bruno Schiavo</td>
<td>Director: Jo Wilkes</td>
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<tr>
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<td>Compliance</td>
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<td>Head of HR Services: Bruno Schiavo</td>
<td>Director: Jo Wilkes</td>
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<tr>
<td>HR</td>
<td>Workforce Reporting &amp; Analytics</td>
<td>Senior Analysts: Nikoleta Pappa, Rashpal Liddar</td>
<td>Head of: Rachna Kayastha</td>
<td>Director: Jo Wilkes</td>
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<td>AP</td>
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<td>Senior: Alex Slatineanu</td>
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<td>Senior: Uzma Mohammedy</td>
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<td>Finance</td>
<td>Treasury</td>
<td>Manager: Steve Williams</td>
<td>Senior: Bharat Patel</td>
<td>Director: Haydn Gibbins</td>
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</tr>
</tbody>
</table>
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 (email 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.