

Management of Queries and Escalation Process



UCL

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 3133

One Desk - Switchboard - 020 7679 0000

Business Operations - Room Bookings - 020 3108 7577

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

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	Team Leaders - IT Asad Miah TK Ayoko Christos Visvikis Anca-Elena Zahan	Managers: Dumitru Cotelea, Karine Pecheur	Head of One Desk: Karen Yuen	Director: Heather Newey
	HR	Team Leader - HR Lisa Trinh	Manager: Heena Varsani	Head of One Desk: Karen Yuen	Director: Heather Newey
	Finance /AP	Team Leader - Finance Jesscia Bunting	Manager: Hannah Johnson	Head of One Desk: Karen Yuen	Director: Heather Newey
	Switchboard	Team Leader – Triage Nick Paul	Head of One Desk: Karen Yuen	Director: Heather Newey	

HR SERVICES	Contracts/Onboarding	Seniors: Ludi Oluwemimo Judy Radzka-Tyburska	Manager: Natalie Scargill	Head of HR Services: Bruno Schiavo	Director: Jo Wilkes
	Employment Lifecycle	Senior: Daisy Gnandi	Manager: Natalie Scargill	Head of HR Services: Bruno Schiavo	Director: Jo Wilkes
	VP/VPO's	Team Leader: Denise Hebborn	Manager: Natalie Scargill	Head of HR Services: Bruno Schiavo	Director: Jo Wilkes
	Payroll	Team Leaders: Tony Woodward,	Manager: Emma Shufflebotham	Head of HR Services: Bruno Schiavo	Director: Jo Wilkes
	Compliance	Team Leader: Ashwyn Shaw	Manager: TBC	Head of HR Services: Bruno Schiavo	Director: Jo Wilkes
	Workforce Reporting & Analytics	Senior Analysts: Nikoleta Pappa, Rashpal Liddar	Head of: Rachna Kayastha	Director: Jo Wilkes	

Function	Team	1 st escalation	2 nd escalation	3 rd escalation	4 th escalation
FINANCE	Accounts Payable	Senior: Alex Slatineanu	Head of: Tara Hargreaves	Director: Haydn Gibbins	
	Credit Control	Senior: Uzma Mohammedy	Manager: Virginia Rivera	Director: Haydn Gibbins	
	Student Fees	Team Manager Martin Lofthouse	Manager: Helen Marsh	Director: Haydn Gibbins	
	NHS Billing	Senior: Philip Nicholson	Manager: Lynda Masey	Director: Haydn Gibbins	
	Treasury	Senior: Bharat Patel	Manager: Steve Williams	Director: Haydn Gibbins	

BUSINESS OPERATIONS SERVICES	Finance	Team Leader: Mahjabeen Ahmed Islam	Manager: Andrew Parsons	Head of BOS: Claire Tranter	Director: Heather Newey
	Building Management	Manager: Andrew Parsons	Head of BOS: Claire Tranter	Director: Heather Newey	
	Room Bookings	Manager: Andrew Parsons	Head of BOS: Claire Tranter	Director: Heather Newey	
	Executive Support	Manager: Celeste Turner	Head of BOS: Claire Tranter	Director: Heather Newey	

AUTOMATION AND OPERATIONAL EXCELLENCE	Systems	Senior Advisors: Cameron McNeil Jonathan Wasse	Head of Systems: Helen Brown	Director: Eleanor Gaskell-Taylor	
	Automation	Head of Automation: Amardeep Ganda	Director: Eleanor Gaskell-Taylor		

	Operational Excellence	Head of Operational Excellence: Amardeep Ganda	Director: Eleanor Gaskell-Taylor		
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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.