Supplementary Guidance: Customer escalation process for outstanding reactive jobs

Escalation Process Flow Diagram

- Planon requestor can check the job status or reactive jobs in Planon (EFM Self Service). This will also provide the SLA delivery time under the heading 'priority' e.g. settle within 7 days
- If a job is still outstanding after the SLA delivery time has been exceeded, the Planon requestor can contact the Helpdesk for an update.
    - Email: efmhelpdesk@sheffield.ac.uk
    - Telephone: 0114 222 9000 (ext 29000)
- It is at the callers discretion to determine what a satisfactory update is, but this is expected to include the following:
    - Job is on hold (this could be due to awaiting quote or parts, asbestos or condition survey results)
    - Job is currently in progress and taking longer than expected
    - A revised completion date has been provided
    - Job has been allocated to an external contractor and is dependent on their availability
    - Department has denied access and job is being rescheduled
    - It has been identified as a project latent defect and is being escalated to the EFM Projects team
- Callers can contact the Helpdesk as many times as they feel necessary. If a decision is made to escalate further then the Helpdesk can provide contact details of the relevant Discipline Manager or this can be found on the Planon job
- If the caller feels a satisfactory update has not been provided by the Discipline Manager, this matter may be escalated to the Head of Customer Services, contact details below:
    - Andrea King
    - Email: a.r.king@sheffield.ac.uk
    - Telephone: 0114 222 9070 (ext 29070)
- If the caller feels a satisfactory update has not been provided by the Head of Customer Services then a formal complaint may be submitted.
    - EFM Complaints procedure