

**Call-Escalation Procedure for Customer Service Representatives**  
**Target response times & plans to achieve and maintain targets**

All CSR's should be adequately trained to handle every call that they receive.

However, there will be times when a customer complaint is unable to be resolved to a satisfactory conclusion for the customer.

This document sets out the procedures for dealing with complaints received into the Contact Centre.

- **Escalating a Complaint to a Manager**

You should look to establish the reasons for the complaint and the solution the customer is looking for. All AO grade staff are expected to be able to "manage" a customer complaint to a suitable conclusion.

Should the outcome be unsatisfactory to the callers expectations then they should be advised to write/email in to CEU or that we can send a call-back on their behalf.

Any instances where a call-back is sent will see the customer called back within 48 hours (any changes to this time frame will be reflected on the wallboards).

However, if a call cannot be resolved to a satisfactory conclusion or the caller wishes to speak to a Manager the call must be escalated using the Assistance button. You should establish the nature of the complaint and brief the Manager before transferring the call. If they are unable to resolve the call it may be passed to CEU.

Managers should handle the call from their own telephone handsets; otherwise your extension will be blocked from further ACD calls.

Please note:

CEU will take calls for the following reasons (**as long as a call-back was sent more than 48 hours prior**):

- If the call is regarding a response to correspondence which has been sent by CEU
- If the call is regarding a claim which has been received/approved/declined by CEU
- If the call is regarding a waiver that has been received/approved/declined by CEU
- If the call is regarding a tractor booking (Please allow 6 weeks from the date the application was made before chasing up)

**In essence CEU will only expect to take a call if a call-back was sent more than 48 hours prior on the customer's behalf.**

- **Abusive Calls**

If you receive a call where a customer is verbally abusive to the point you feel intimidated and/or personally threatened, you are required to complete a HS2 form. We can transfer these calls to a recorded message which states: "We have tried to help you, but our staff have the right to work without feeling abused, so we cannot carry on with this call. Please call back another time." The call will then disconnect.

How to transfer a caller to the Abuse Line:

1. Inform customer the language being used is inappropriate and that you are transferring them.

2. Press the “transfer” button.
3. Dial the Abuse Line on your turret - 8111.
4. Press the “transfer” button again to release the customer through to the Abuse Line.

Immediately inform your Manager of the action taken.

We monitor this line and an appropriate HS2 form **must** be completed for each caller transferred.

Misuse of this facility, which has been introduced following consultation between Management and PCS to protect you, will result in disciplinary action.

- **Booking Transfers to another skill**

Our Knowledge Management System (KMS) should be sufficient to answer general enquiries through the national number.

However, if the customer wishes to book a test for a skill that you are not yet trained on, the following transfer numbers should be used:

Taxi: 4922

Trainer Booking: 4921

PDI: 4923

- **Answer not on the Knowledge Management System**

Before pressing the Assistance button for a general enquiry you should try KMS.

Please ensure you have entered as few keywords as possible for a more specific answer. If you still cannot find an answer on KMS, please call a Manager for assistance with your query.

Once the call has been completed submit a ‘No Answer’ form on KMS.

This can be found by using the keywords ‘No Answer’ on KMS.