

Escalation Process



Escalation Level	Escalation Contact	Escalation Level
1	On Site Catering Manager and copied to the Operations Manager (if via e-mail) although this can be direct to the Operations Manager depending on the nature of the issue arising	A query or issue is logged with first point of contact at Level 1. If the Catering Manager does not respond or is unable to resolve the issue within the agreed time, then this will be escalated to Level 2.
2	Operations Manager Julie Bryant Patch	If the Operations Manager does not respond or is unable to resolve the issue within the agreed time, then this will be escalated to Level 3.
3	Operations Director Ashley Marten	If the Operations Director does not respond or is unable to resolve the issue within the agreed time, then this will be escalated to Level 4.
4	Regional Director Alan Coward	Either the Regional Director or Managing Director will deal with the complaint personally.

We would normally respond to a telephone call on the same day and an e-mail within 48 hours.
Our Support Offices will also take calls, and we have a contact form on our website.