

INPS Customer Service Escalation Process

INPS aims to provide exceptional customer service with all the issues reported to the Helpline dealt with in a responsive and effective manner. If this does not happen then it is very important to us that our customers are able to quickly bring this to our attention so that we can take appropriate action.

The following details the escalation process that should be followed if you wish to escalate any service issue.

Escalation Level	Escalate to	Details
3	Customer Services Director Karl Wood 020 7501 7206 karl.wood@inps.co.uk	3 rd Level Escalation If your issue has not been resolved at 2 nd level please refer this to the Customer Services Director
2	Head of Service Support Philip Doyle 020 7501 7300 philip.doyle@inps.co.uk	2 nd Level Escalation If your issue has not been resolved at 1 st Level please refer this to the Head of Service Support
1	INPS Account Manager or escalations@inps.co.uk	1st Level Escalation If you are concerned that your issue is not being progressed in a satisfactory manner you should escalate this to your area Account Manager. The Account Manager will raise the issue with the INPS Escalations Manager who will log the escalation and assign an escalation number. The INPS Escalations Manager will be responsible for agreeing a plan of action and keeping the Practice updated on progress. If your Account Manager is unavailable then you can email your issue to escalations@inps.co.uk
	Helpdesk	All issues must in the first instance be logged via the INPS Helpdesk. This ensures that incidents can be tracked, monitored and reported on. Helpdesk will assign all incidents an incident number and will be responsible for ensuring resolution.