












National Contact Centre Escalation Process | Former Toll IPEC

 Initial Call	 1 st Escalation	 2 nd Escalation	 Final Escalation
Contact Method  13 33 66 , Option 5 Option 1  Or via <u>email</u>	Contact Method  13 33 66 , Option 5 Option 2  Or via <u>email</u>	Contact Method  Escalations and Support Team via <u>email</u>	Contact Method  Amanda Phelan Contact Centre Manager 03 8568 7427  Or via <u>email</u>
Action Taken An enquiry will be raised and transferred to the investigators. Please wait the agreed time frame set by the agent prior to escalating.	Action Taken Quote your enquiry number and advise you are requesting a follow up. If the response is unsatisfactory, request to speak to a Team Leader. Please wait the agreed time frame set by the Team Leader prior to escalating.	Action Taken Forward all correspondence to the Escalations and Support Team via email quoting your enquiry number and a brief summary. Allow 1 hour for a response prior to escalating.	Action Taken Forward all correspondence to Amanda via email quoting your enquiry number and a brief summary.