

Customer Service Escalation Process

OneAdvanced aims to provide exceptional customer service. 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.

1st Level Escalation - Service Desk

- New & Updates on existing Incidents/Requests – Raise and view via the Self-service portal <https://services.oneadvanced.com/hub>
- P1/Sev 1 issues should always be reported/escalated to the service desk via phone on: **0330 343 5000**

2nd Level Escalation - Escalations Team

- Please do not report new/request initial updates on existing incidents to the email below.
- If you have confirmed there is an existing ticket, please email the escalations mailbox
- Primary Care/GPs - vh.escalations@oneadvanced.com

3rd Level Escalation - Service Management

- Primary Care Service Desk Manager - Michelle.Norrie@oneadvanced.com