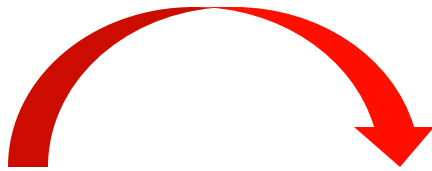


Escalation Model – Phase 1

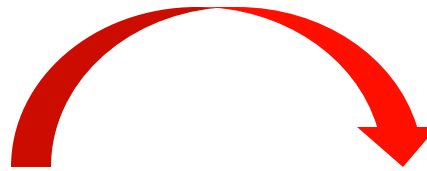
Can escalate immediately



Peer to Peer

- Employees should first try to resolve the problem at the source.

Can escalate no sooner than 3 working days



Manager to Manager

- If front line employees are not able to come to a resolution to the problem or if the problem continues, it should be escalated to the respective managers.

Can escalate to Deputy Commissioners no sooner than 3 working days



Asst. Commissioner to Asst. Commissioner

- If managers overseeing the respective areas are not able to address the problem or if the problem continues to occur, the issues should be escalated to the respective Assistant Commissioners

Escalation Model – Phase 2

