



Department:	Service Network Delivery Location: Share Point		
Procedure:	Area Manager Escalation Process		
Sub Process:	N/A		
Preceding Task:	N/A		
Date Issued:	04-19-2019	SOP Reference#	000-003
Revision Date:	08-12-2021		
Description:	To provide guidelines to the various support teams when escalating a Service Pros' workmanship, conduct, or other service missed commitments to the Area Manager.		
Responsibility:	Service Network Team		
Frequency:	As Needed	Timing	Escalation of Service Pros' service delivery failures.
Process Steps	<p>Claim Specialist Team</p> <ul style="list-style-type: none"> Step 1- The Claim Specialist will follow the Cinch Real Estate Escalation Handling Procedure when addressing issues with an unresponsive service provider as outlined below: <ol style="list-style-type: none"> Day One: Call the service pro, once in the morning and once in the afternoon and leave a detailed voice message if the service pro did not answer. Day Two: Call and email the service pro using the Public w/ Email comments and direct email. Also, ensure to document actions on ServiceBench. Day Three: Call and email the service pro using the Public w/ Email comments and direct email. Also, ensure to document actions on ServiceBench. <p>Note: The process could be expedited with supervisor approval, based on escalation reason, record and circumstance.</p> <ul style="list-style-type: none"> Step 2- If the service provider is still unresponsive after the above attempts were completed, the claim specialist is required to send an email advising the Area Manager of the missed commitment and request assistance, if needed. Step 3- If no response is received from the Area Manager within 24 hours, the Claim Specialist is requested to send a follow-up email copying the General Manager or that region along with the Claim Specialist team supervisor. <p>Note: Area Managers are expected to respond not later than 24 hours to all follow-up service escalations including: Executive, Cinch Real Estate, Safety, Tech Behaviors and Provider Profile concerns that impact customer service.</p>		