Escalation Model - Phase 1

Can escalate immediately

Can escalate no sooner than 3 working days

Can escalate to Deputy
Commissioners no
sooner than 3 working
days

Peer to Peer

Manager to Manager

Asst. Commissioner to
Asst. Commissioner

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

Can escalate with 1 day **Executive Governance** To be convened ASAP **Board** after appointing authorities escalate LEVEL 3 Can escalate with 1 day **APPOINTING AUTHORITIES** LEVEL 2 **DEPUTY COMMISSIONERS** LEVEL 1

