



# A guide for employers

## Employers' guide to...

## ...escalating an issue



This shows each step in the process



What you, the employer (or a shared service acting on your behalf) needs to do



What the scheme administrator, MyCSP, will do



What the Scheme Manager, Cabinet Office, will do



If you have an issue the best way to resolve it is often with a phone call to your Service Delivery Manager (SDM).

This can help avoid an email conversation which sometimes results in further delays.

### Step 1: If you have an issue



If **you** have an issue that can't be resolved using your normal contacts, please email your **Service Delivery Manager (SDM)**. If you receive an out of office notification, please forward your original email to the named contact on the notification.



Your **SDM or named contact** will do everything they can to resolve your issue as soon as they can.



It is difficult to give a timescale for this, as each case is different, but your **SDM** will keep in touch to update you on their progress at regular intervals.

In most cases, your issue will be resolved at this stage.



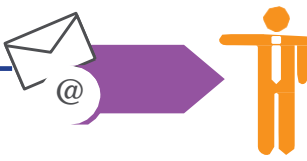
If it isn't, please respond to your **SDM or named contact**, explaining the further action you would like them to take.



Your **SDM or named contact** will continue to do everything they can to resolve your issue.

Once **you** have received a satisfactory response, you should tell your **SDM or named contact** and they will be able to consider the issue resolved.

### Step 2: If you have still not received a satisfactory response in Step 1



You should escalate your concern to **MyCSP's Chief Operating Officer**.

Please send your escalation to [coo@mycsp.co.uk](mailto:coo@mycsp.co.uk) using the subject line: **ESCALATION**

Please attach any supporting information that may be useful.



The **Chief Operating Officer** will work with your **SDM** and other **MyCSP** colleagues to resolve your issue.



Again, it is difficult to give a timescale for this stage, but the **Chief Operating Officer** or a representative will keep **you** informed regularly.

### Step 3: If your issue is still not resolved in Step 2



If your issue is still not resolved in Step 2 you should escalate it to the **Head of Communications and Engagement, Mick Mulligan**.

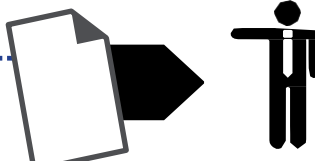
Please send your escalation to [Mick.Mulligan@cabinetoffice.gov.uk](mailto:Mick.Mulligan@cabinetoffice.gov.uk) Using the subject line: **ESCALATION**

Please attach any supporting information that may be useful.



The **Head of Communications and Engagement** will discuss your issue with **you** and with **MyCSP** and do everything they can to resolve it.

### Step 4: If your issue is still not resolved in Step 3



In the unlikely event a resolution has not been reached at this stage, the **Head of Communications and Engagement** will escalate your issue to senior colleagues in **Cabinet Office**.



#### Please note

Visit our website for more information: [www.civilservicepensionscheme.org.uk](http://www.civilservicepensionscheme.org.uk)

Or you can contact us at: [contactcentre@mycsp.co.uk](mailto:contactcentre@mycsp.co.uk)