**Employers’ guide to...**

...escalating an issue

**Step 1: If you have an issue**

If you have an issue that cannot be resolved using your normal contacts, please email your Employer Relationship Manager (ERM). If you receive an ERM or named contact you will do everything they can to resolve your issue as soon as they can.

**It is difficult to give a specific timeline as each case is different, but your ERM 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 ERM or named contact, explaining the further action you would like them to take.

Your ERM 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 ERM 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 the Chief Operating Officer. Please send your escalation to 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 ERM and other MyCSP colleagues to resolve your issue.

The timescale for this stage, but your ERM 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 this stage, you should escalate it to the Head of Communications and Engagement, Mick Mulligan. Please send your escalation to 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**

If your issue is still not resolved at this stage the Head of Communications and Engagement will escalate your issue to the Secretary of State in Cabinet Office.

Please note:

Visit our website for more information: www.civilservicepensionscheme.org.uk

Or you can contact us at: contactcentre@mycsp.co.uk

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