

# Escalation Plan



Tel: 01453 700 900 | [www.scgliving.co.uk](http://www.scgliving.co.uk)

Our aim at SCG Living is to ensure working with us is easy and pleasurable. We value you as a customer and we recognise you should have a clear process to follow if you find for any unfortunate circumstance that you are not receiving adequate responses. To this end we have devised the below escalation plan to be followed should you not receive a response within 24 hours..

Our main opening hours are 8.30am – 5.30pm. Any calls received outside of these hours will be directed to the duty manager

## Customer Experience (includes all general enquiries, new orders and billing questions)

Escalation Level	Telephone Number	Person Responsible	Email
Standard	01453 700 900	Customer Experience Team	<a href="mailto:customerexperience@scgliving.co.uk">customerexperience@scgliving.co.uk</a>
Level 1	0117 203 5539 07970 560076	Adam Hacker, Customer Experience Director	<a href="mailto:adam.hacker@scg-sw.co.uk">adam.hacker@scg-sw.co.uk</a>
Level 2	0117 203 5513 07867 972024	Claire Maddox, Managing Director	<a href="mailto:claire.maddox@scg-sw.co.uk">claire.maddox@scg-sw.co.uk</a>

## Faults

Escalation Level	Telephone Number	Person Responsible	Email
Standard	01453 700 900	Help Desk	<a href="mailto:help@scgliving.co.uk">help@scgliving.co.uk</a>
Level 1	0117 203 5539 07970 560076	Adam Hacker, Customer Experience Director	<a href="mailto:adam.hacker@scg-sw.co.uk">adam.hacker@scg-sw.co.uk</a>
Level 2	0117 203 5513 07867 972024	Claire Maddox, Managing Director	<a href="mailto:claire.maddox@scg-sw.co.uk">claire.maddox@scg-sw.co.uk</a>

Registered office: Glebe Farm, Down St, Dummer, Basingstoke RG25 2AD

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Eurolink Connect Ltd t/a SCG South West No: 3707357 | Horizon Telecom Ltd SCG South West Co No: 03638405 | Channel Comms Ltd t/a SCG South West: Co No: 03899940