

ESCALATION MATRIX

ESCALATION PROCEDURES:

The target call back commitment time is 24 hours OR as the case may be depending on the type of service registered. If there is no status provided in this allotted time frame customer may escalate to the next level

- ⇒ Escalation without a proper “ SERVICE REQUEST FORM “ AND “ TICKET NUMBER “ OR “ ORDER NUMBER ” shall not be entertained.

What we need from you:	What you can expect from us:
• Service Request Form Number / Ticket Number OR Order Number • Service Request Type • Telephone / Mobile Number • Email ID • Request Date • Customer Name • Amount Paid • Clear Definition of Issue • Complete & Accurate Service Order Request	• Courteous Response • Call Back in an appropriate time frame • Accurate and Timely Resolution

Service – Operations					
Level of Escalation	Location	Contact Person	Contact Number	Email ID	Response Time
1	Pan India	Support Team	080 45112424 / 1800 1037 247	support@lesconcierges.in	24 Hours
2	Bangalore	Israr	9739908262	israr@lesconcierges.in	36 Hours
	Delhi	Amit Kumar	8296898741	amit@lesconcierges.in	
	Mumbai	Sandip Khumbar	8296898743	sandip@lesconcierges.in	
	Chennai	Senthil Kumar	8296898749	senthil@lesconcierges.in	
	Kolkata	Rashmi	8296898746	rashmi@lesconcierges.in	
	Pune	Sandip Khumbar	8296898743	sandip@lesconcierges.in	
	Hyderabad	Chandrashekhar	8296898748	chandrashekhar@lesconcierges.in	
3	Pan India	Vivek B	9148300333	vivek.b@lesconcierges.in	72 Hours

Sd/-
LESCONCIERGES SERVICES PRIVATE LIMITED