

Escalation Matrix & TAT-HR & Helpdesk Queries

## **ESCALATION MATRIX AND TAT HR & HELPDESK QUERIES**

**ALPHIND HEALTHCARE PVT LTD****V 1.0**

Date	Version #	Details	Prepared by	Reviewed by	Approved by
28-12-2024	1.0	First Baseline	SAI LEKA	G Patrick John	Bhuvaneswari S

## **Escalation Matrix and TAT for HR & Helpdesk Queries**

### **1. Purpose**

This Policy defines the escalation matrix for HR-related support, outlining the process for employees to follow to reach the appropriate support team based on the severity of their issue. It also specifies the Turnaround Time (TAT) for each level of escalation, ensuring timely resolution of requests.

### **2. Responsibilities**

- **HR Executive / Associate:** Oversees unresolved issues from Level 1 and manages queries.
- **HR Manager:** Addresses escalated issues from Level 2 and makes decisions on high-impact HR concerns.
- **Head of HR:** Handles unresolved or critical issues, revises policies as needed and provides executive updates on incidents.

### **3. HR Helpdesk Categories**

To streamline support requests, categorize IT helpdesk queries into:

- **Category A:** Urgent issues (e.g., Salary discrepancies, harassment complaints, workplace conflict resolution, Security or safety-related incidents, Legal or compliance violations).
- **Category B:** High priority issues (e.g., Attendance corrections, Leave requests, performance issues, urgent documentation, Medical emergency-related HR coordination, Grievance redressal).
- **Category C:** General issues (e.g., L&D queries, reimbursement, Onboarding/offboarding, recruitment status, Employee documentation).
- **Category D:** Advisory/Support (e.g., Policy clarifications, long-term planning queries, Career progression or role clarification discussions, Diversity, equity & inclusion suggestions, Support on employee engagement or culture initiatives, HR-related process improvement suggestions).

### **4. Escalation Matrix**

**HR Operations (Attendance, Leave Request, Performance Management, Goals Check in, ZOHO.etc):**

## Escalation Matrix & TAT-HR & Helpdesk Queries

<b>Level</b>	<b>Role</b>	<b>Escalation Trigger</b>	<b>Mode of Escalation</b>	<b>Escalation Mail</b>
Level 0	Ticket Submission	Self-service/Help Desk	Submit a ticket via Zoho Help Desk	<a href="mailto:HR@alphind.com">HR@alphind.com</a>
Level 1	HR Executive	Initial contact for any HR Operations-related query or request.	Respond via the Zoho ticket thread and Updating the Current status	<a href="mailto:saleka.s@alphind.com">saleka.s@alphind.com</a>
Level 2	HR Manager	Escalated if Level 1 cannot resolve within TAT.	Escalate through Zoho by adding a comment/tag and Updating the Current status	<a href="mailto:Patrick.g@alphind.com">Patrick.g@alphind.com</a>
Level 3	Head of the Department	Escalated for critical unresolved issues or policy matters.	Ticket closure through Zoho by adding a comment/tag	<a href="mailto:Bhuvaneswari.s@alphind.com">Bhuvaneswari.s@alphind.com</a>

### **L&D(Training nominations, session scheduling, feedback submissions, access to learning platforms, and certification tracking):**

<b>Level</b>	<b>Role</b>	<b>Escalation Trigger</b>	<b>Mode of Escalation</b>	<b>Escalation Mail</b>
Level 0	Ticket Submission	Self-service/Help Desk	Submit a ticket via Zoho Help Desk	<a href="mailto:learning@alphind.com">learning@alphind.com</a>
Level 1	HR Executive	Initial contact for any HR Operations-related query or request.	Respond via the Zoho ticket thread and Updating the Current status	<a href="mailto:harish.s@alphind.com">harish.s@alphind.com</a>
Level 2	HR Manager	Escalated if Level 1 cannot resolve within TAT.	Escalate through Zoho by adding a comment/tag and Updating the Current status	<a href="mailto:Mercy.v@alphind.com">Mercy.v@alphind.com</a>
Level 3	Head of the Department	Escalated for critical unresolved issues or policy matters.	Ticket closure through Zoho by adding a comment/tag	<a href="mailto:Bhuvaneswari.s@alphind.com">Bhuvaneswari.s@alphind.com</a>

**Talent Acquisition:**

Level	Role	Escalation Trigger	Mode of Escalation	Escalation Mail
Level 0	Ticket Submission	Self-service/Help Desk	Submit a ticket via Zoho Help Desk	<a href="mailto:tag_hr@alphind.com">tag_hr@alphind.com</a>
Level 1	HR Executive	Initial contact for any HR Operations-related query or request.	Respond via the Zoho ticket thread and Updating the Current status	<a href="mailto:sailleka.s@alphind.com">saileka.s@alphind.com</a>
Level 2	HR Manager	Escalated if Level 1 cannot resolve within TAT.	Escalate through Zoho by adding a comment/tag and Updating the Current status	<a href="mailto:Pranish.j@alphind.com">Pranish.j@alphind.com</a>
Level 3	Head of the Department	Escalated for critical unresolved issues or policy matters.	Ticket closure through Zoho by adding a comment/tag	<a href="mailto:Bhuvaneswari.s@alphind.com">Bhuvaneswari.s@alphind.com</a>

**5. Turnaround Time (TAT) for Admin Queries**

Category	Description	Resolution TAT	Escalation TAT (Level 2)	Escalation TAT (Level 3)
Category A	Salary discrepancies, harassment complaints, workplace conflict resolution, Security or safety-related incidents, Legal or compliance violations	4 hours	2 hours	2 hours
Category B	Attendance corrections, Leave requests, performance issues, urgent documentation, medical emergency-related HR coordination, Grievance redressal.	1 business day	4 hours	4 hours
Category C	L&D queries, reimbursement, Onboarding/offboarding, recruitment status, Employee documentation	2 business days	1 business day	1 business days
Category D	Policy clarifications, long-term planning queries, Career progression or role clarification discussions, Diversity, equity & inclusion suggestions, Support on employee engagement or culture initiatives, HR-related process improvement suggestions	3 business days	2 business days	2 business days

## 6. Escalation Process

### 1. Level 0: Zoho Help Desk – Ticket Submission

- All HR-related issues must be initiated by raising a ticket through Zoho Help Desk.
- The ticketing system will auto-assign requests to the HR Support Team based on category and priority.
- Users will receive an acknowledgment with a unique ticket ID for tracking.
- If unresolved within the defined response TAT, the issue is escalated to Level 1.

### 2. Level 1: Executive/Associate

- Acts as the initial point of contact for all HR-related queries.
- Categorizes the query based on urgency and type.
- Attempts to resolve within the defined response time.
- Escalates to Level 2 if the issue is not resolved within the given TAT.

### 3. Level 2: HR Manager

- Reviews unresolved or complex issues.
- Makes necessary decisions, including intervention in critical matters.
- Liaises with senior management or legal if needed.
- Escalates to Level 4 for unresolved or policy-level issues.

### 4. Level 3: Head of HR

- Oversees final resolution of all escalated matters.
- Addresses recurring or high-impact concerns.
- Reviews existing processes and policies to prevent future escalations.
- Provides executive-level decisions and updates as required.

## 7. Tracking and Documentation

- All support requests and HR queries are tracked in the HR ticketing system.
- HR Team logs every interaction and resolution.
- Manager reviews unresolved tickets daily and escalates as necessary.
- After resolution, a follow-up check with the employee is conducted within **1-2 days** to ensure satisfaction.

## **8. Follow-up and Continuous Improvement**

- The Manager reviews monthly reports on common issues and escalations to identify areas for improvement.
- Periodic audits of asset usage and tracking data are conducted to ensure compliance with asset handling policies.

## **9. Review and Revision**

This Policy will be reviewed annually or when there are significant changes to asset management processes, technology, or security requirements. Revisions will be made as necessary, and employees will be notified of updates.