

Escalation Matrix

1. PURPOSE

The purpose of this matrix is to establish a structured **Escalation Procedure** to ensure prompt resolution of critical issues, effective communication, and streamlined service management across departments. This framework aims to facilitate timely decision-making, maintain service quality and minimize downtime.

2. SCOPE

This policy applies to all employees, teams, and departments across Acorn Universal Consultancy LLP. It encompasses the following key service areas :

- Administration (Admin)
- Information Technology (IT)
- Human Resources (HR)

All employees are requested to follow the communication and escalation hierarchy as outlined in the diagram below.

3. ESCALATION MATRIX AND CONTACT DETAILS

- Mode of contact should be Microsoft Teams

ADMINISTRATION DEPARTMENT

ADMIN ESCALATION MATRIX

ADMIN ESCALATION MATRIX					
Level of Communication	Housekeeping	Any Maintenance Related Queries		Admin Related Requirements	
Level 1	Milan Marvadi Intercom - 09 (9978154779)	OPEN TICKET			
		Jayesh Parmar (7621877634)	Ranjit Solanki (8200756002)	Jaydeep Makwana Intercom - 1033 (6358992100)	Vishal Solanki Intercom – 1033 (6358992100)
Level 2	Vishal Solanki Intercom - 1033 (9173802335) (vishalkumar.solanki@acornuniversalconsultancy.com)				
Level 3	Dr. Kishor Dholwani Intercom - 1050 (kishor.dholwani@acornuniversalconsultancy.com)				

HUMAN RESOURCE DEPARTMENT

HR ESCALATION MATRIX

Level of Communication	Recruitment Team	HR Operations		Payroll Team	
	MRF, Hiring Drives, Interview Coordination, Offer to Candidate	(Employee Letters, Probation, Employee Entry / Exit Queries, HRMS Queries)	HR Policy Manual	Salary, Tax, Payslip, PF, Face Punch, Mediclaim, GPA Policy, Bank Account	Salary, Leave, Attendance, Cafeteria
Level 1	Rujuta Mehta Intercom - 1035 (6358874944) recruitment@acornuniversalconsultancy.com	Ashish Makwana Intercom - 1035 (6358874944)	Monika Ramchandani (info@acornuniversalconsultancy.com)	Shailesh Vala Intercom - 1038 (9974658551) (payroll@acornuniversalconsultancy.com)	Atul Thakor Intercom - 1038 (9974658551) (payroll@acornuniversalconsultancy.com)
Level 2		Bipin Purabiya Intercom - 1035 (hr@acornuniversalconsultancy.com)			
Level 3	Dr. Kishor Dholwani Intercom - 1050 (kishor.dholwani@acornuniversalconsultancy.com)				

HR ESCALATION MATRIX

Level of Communication	Training And Development			Public Relations
	Employee Induction & Orientation, Samvaad	Soft Skill Trainings, External Trainings, Gemba Talk	Process Training / Re-Training (Amazon)	Acorn Branding, Feedback & Grievances, Employee Engagements, Social Media, Events, MOU
Level 1	Unmesh Patel Intercom - 1015 (unmesh.patel@acornuniversalconsultancy.com)		Priyank P Patel Intercom - 1015 (priyank.p.patel@acornuniversalconsultancy.com)	Monika Ramchandani (info@acornuniversalconsultancy.com)
Level 2	Yash Chavda Intercom - 1015 (training.development@acornuniversalconsultancy.com)			Dr. Kishor Dholwani Intercom – 1050 (kishor.dholwani@acornuniversalconsultancy.com)
Level 3	Dr. Kishor Dholwani Intercom - 1050 (kishor.dholwani@acornuniversalconsultancy.com)			

INFORMATION TECHNOLOGY DEPARTMENT

IT ESCALATION MATRIX

Level of Communication	IT Infra & Security Organizational Chart			
	CCTV, End User Support, Asset Management, Manage Engine	Microsoft O365, Share Point, Matrix & Time watch	Network & Security	Software Automation
Level 1	OPEN TICKET			
	Mehul Kharva Intercom - 1046 (it.servicedesk@acornuniversalconsultancy.com)	Jatin Barot Intercom - 1046 (7486013477)	Rakesh Parmar Intercom - 1046 (7486013476)	Aniruddh Toke (it-automation@acornuniversalconsultancy.com)
	Aakash Raval Intercom - 1046 (7486013478)	Bhargav Bhatt Intercom - 1046 (7486013475)	Bhargav Bhatt Intercom - 1046 (7486013475)	
Level 2	Rakesh Parmar Intercom - 1046 (7486013476)			Tanvi Laddha (tanvi.laddha@acornuniversalconsultancy.com)
Level 3	Dr. Kishor Dholwani Intercom – 1050 (kishor.dholwani@acornuniversalconsultancy.com)			

4. ESCALATION SCOPE BY DEPARTMENT

ADMINISTRATION TEAM

- Hospitality Related: Housekeeping, Cleaning, Parking, Water Dispenser, Hospitality Services
- Maintenance Related: Air Conditioning, Furniture, Electrical Items, Plumbing, Curtains, Electricity, Lift Services
- Administrative Requirements: Seating Arrangements, Stationery, New Administrative Requirements

INFORMATION TECHNOLOGY TEAM

- IT Hardware & Software related issues
- Microsoft O365 related issues
- Network & Security
- Software Automation

HUMAN RESOURCE TEAM

- Recruitment / Hiring related queries
- Payroll Processing
- HR Operations
- Training & Development (T&D)
- Public Relations

5. RESPONSE AND RESOLUTION TIMELINES

- **Response Time:** Within 4 hours of ticket initiation
- **Resolution Time:** Within 24 hours (subject to the nature and complexity of the request)

6. ESCALATION PROCESS

- **Initial Step:** Employees must first raise a service request through the designated ticketing system.
- **Level 1 Escalation:** If no response is received within the stipulated response time, escalate the issue to Level 1 contact through Microsoft Teams.
- **Level 2 Escalation:** If Level 1 fails to address the issue within the defined resolution time, escalate to Level 2 contact through Microsoft Teams.
- **Level 3 Escalation:** If no satisfactory action is taken at Level 2, escalate the issue to Level 3 for final resolution contact through Microsoft Teams.

★ IMPORTANT POINTS TO REMEMBER ★

For HR related queries / concerns, please follow hierarchy.

First Point of Contact - Respective Departmental HR / Sub Leader

Second Point of Contact - Respective Leader / Manager of the Department

Third Point of Contact - Respective Head of the Department

Fourth Point of Contact - Respective HR Escalation Matrix (Level 1, Level 2 & Level 3 respectively)

Disclaimer : Please note that do not connect with all escalation levels at the same time.