



LES CONCIERGES SERVICES PRIVATE LIMITED

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:
1	Service Request Form Number / Ticket Number OR Order Number	Courteous Response
2	Clear Definition of Issue	Call Back in an appropriate time frame
3	Service Request Type	Accurate and Timely Resolution
4	Service Request Type	
5	Email ID	
6	Request Date	
7	Customer Name	
8	Amount Paid	
9	Complete & Accurate Service Order Request	

Level of Escalation	Location	Contact Person	Designation	Contact Number	Email ID	Response Time
1	Pan India	Support Team	Support Team	080 45112424 / 1800 1037 247	support@lesconcierges.in	24 Hours
2	Bangalore	Syed	CRM Team	7349555100	syed@lesconcierges.in	36 Hours
	Delhi	Neeraj Pawar	City Head	8296898741	neeraj.pawar@lesconcierges.in	
	Mumbai	Sayed	City Head	8296898742	sayed.n@lesconcierges.in	
	Chennai	Praveen Kumar	City Head	8296898749	praveen.j@lesconcierges.co.in	
	Kolkata	Asish	City Head	8296898746	asish.p@lesconcierges.in	
	Pune	Wasim Ahmed	City Head	8296898743	waseem.patel@lesconcierges.in	
3	Pan India	Syed	CRM Team	7349555100	syed@lesconcierges.in	36 Hours
		Ramya	Live Team	9739982424	Ramya.r@lesconcierges.co.in	
4	Pan India	Vivek M	Operation Head	9148300333	vivek.b@lesconcierges.in	72 Hours