



Where queries cannot be addressed through the above query resolution route or where the issues are not being dealt with to your satisfaction, the Team Leader/Senior Advisor should be contacted as the first escalation point. If there is an ongoing need to escalate, then the next stage of escalation should be followed, as detailed below:

ONE DESK	IT	Asad Miah TK Ayoko Christos Visvikis Anca-Elena Zahan	Dumitru Cotelea, Karine Pecheur	Karen Yuen	Heather Newey
	HR	Lisa Trinh	Heena Varsani	Karen Yuen	Heather Newey
	Finance /AP	Jessica Bunting, Mahjabeen Ahmed Islam	Hannah Johnson	Karen Yuen	Heather Newey
	Switchboard	Nick Paul	Karen Yuen	Heather Newey	

SERVICES	Contracts/Onboarding	Judy Radzka-Tyburska			Jo Wilkes
	Employment Lifecycle	TBC			



