

# SOP: Escalation Process for Unresolved or Critical Communication Issues

This SOP details the **escalation process for unresolved or critical communication issues**, outlining the steps to promptly identify, report, and address communication breakdowns. It ensures timely involvement of higher-level management or specialized personnel to resolve issues effectively, minimizing impact on operations and maintaining clear, consistent communication throughout the organization.

## 1. Purpose

To establish a clear process for escalating unresolved or critical communication issues to ensure timely resolution and maintain business continuity.

## 2. Scope

This SOP applies to all departments, teams, and staff members across the organization encountering or involved in communication breakdowns or issues deemed critical.

## 3. Definitions

- **Communication Issue:** Any instance where vital information is misunderstood, miscommunicated, delayed, or not delivered to the proper recipients.
- **Critical Communication Issue:** A communication failure that significantly impacts operations, safety, compliance, or business outcomes.
- **Escalation:** The process of raising unresolved or critical issues to higher authority for timely intervention and resolution.

## 4. Roles & Responsibilities

Role	Responsibility
Staff Member	Identify and promptly report communication issues to direct supervisor/manager following the process outlined.
Supervisor/Manager	Assess the issue, attempt resolution at their level, and escalate if unresolved or critical.
Higher Management/Specialists	Intervene in escalated cases, coordinate solutions, and ensure communication restoration.
HR/Communications Team	Record escalations, analyze patterns, and support improvement initiatives.

## 5. Escalation Process Steps

1. **Identification:** Staff member identifies an unresolved or critical communication issue.
2. **Initial Notification:** Report the issue immediately to the direct supervisor/manager, providing facts, impact, and urgency.
3. **Attempted Resolution:** Supervisor/manager assesses and attempts to resolve the issue within **one (1) business day**.
4. **Escalation Decision:**
  - If resolved, document actions taken and close the case.
  - If unresolved or critical, escalate to the next management level or specialized personnel (e.g., HR, Communications, IT).
5. **Formal Escalation:** Use the designated escalation channel (e.g., escalation email, ticketing system), including all relevant details and attempted actions.
6. **Management Intervention:** Higher management or specialists initiate resolution measures within **four (4) business hours** for critical issues, or as soon as possible for others.
7. **Resolution & Feedback:** Resolution actions and outcomes are documented, and feedback is provided to those affected and the original reporter.

8. **Closure & Review:** HR/Communications logs the incident, reviews for patterns, and updates SOP as needed.

## 6. Communication Channels for Escalation

- Escalation Email: *[insert-designated-email@organization.com]*
- Internal Ticketing System: *[insert link or instructions]*
- Direct Phone Contact (for urgent/critical): *[insert extension/number]*

## 7. Documentation

- Maintain records of escalation submissions, actions taken, and outcomes in accordance with company policy.
- Escalation log to be reviewed quarterly by HR/Communications.

## 8. Review & Update

This SOP will be reviewed annually or following a major incident related to communication breakdowns.