SOP Template: Required Documentation for Escalation

This SOP details the **required documentation for escalation** processes, outlining the essential records and information that must be collected and submitted when escalating issues or incidents. It ensures accurate and consistent documentation, facilitating effective communication, timely decision-making, and resolution across different levels of management or support teams.

1. Purpose

To standardize the documentation required for escalation of issues/incidents, ensuring transparency and completeness of information during escalation.

2. Scope

This SOP applies to all employees involved in the escalation process within [Department/Organization Name].

3. Responsibilities

- **Initiator:** Ensures all required documentation is prepared and attached before escalating.
- **Escalation Manager:** Reviews submitted documentation for completeness and accuracy.
- **Recipient:** Confirms receipt and initiates next steps based on the provided information.

4. Required Documentation

Document/Record	Description	Mandatory/Optional
Incident/Issue Report	Detailed description including date, time, impacted systems/processes, and persons involved.	Mandatory
Supporting Evidence	Logs, screenshots, error messages, audit trails, etc.	Mandatory
Previous Actions Taken	Summary of troubleshooting steps, communications, and results of previous efforts.	Mandatory
Escalation Justification	Clear reason for escalation-including urgency, impact, or failure of standard resolution.	Mandatory
Contacts/Stakeholders List	Names and contact information of relevant individuals or teams involved.	Mandatory
Relevant Policies/References	Policy numbers, guidelines, or prior correspondence related to the incident.	Optional

5. Documentation Submission Process

1. Gather and prepare the required documentation as listed above.
2. Complete the **Escalation Form** (if applicable).
3. Attach all supporting files (e.g., logs, screenshots, correspondence).
4. Submit the documentation via the designated escalation platform or email to the assigned escalation manager.
5. Await acknowledgment and respond to any requests for clarification or additional information.

6. Review & Updates

This SOP is to be reviewed annually or as changes in the escalation process occur. Updates must be communicated to all relevant staff members.

7. References

- Incident Management Policy
- Escalation Matrix
- Communication Protocols SOP