## APPENDIX D – Customer (KWL) Escalation Process

We would expect any operational matters to be resolved between KWL Buyer and the successful tenderer’s Customer service team. However if this is not achievable the flow chart below should be used as a guide to escalate any issues.

Any strategic matters including price changes and SLA matters will be resolved between the KWL Senior Buyer and the successful tenderer’s representatives.

Various (to be confirmed)

Operations Manager

**Step 1**

Wendy Rhind

Buyer

**Step 2**

Chris Collin

Senior Buyer

**Step 3**

## APPENDIX D – Supplier Escalation Process

**Step 1**

**Step 2**

**Step 3**