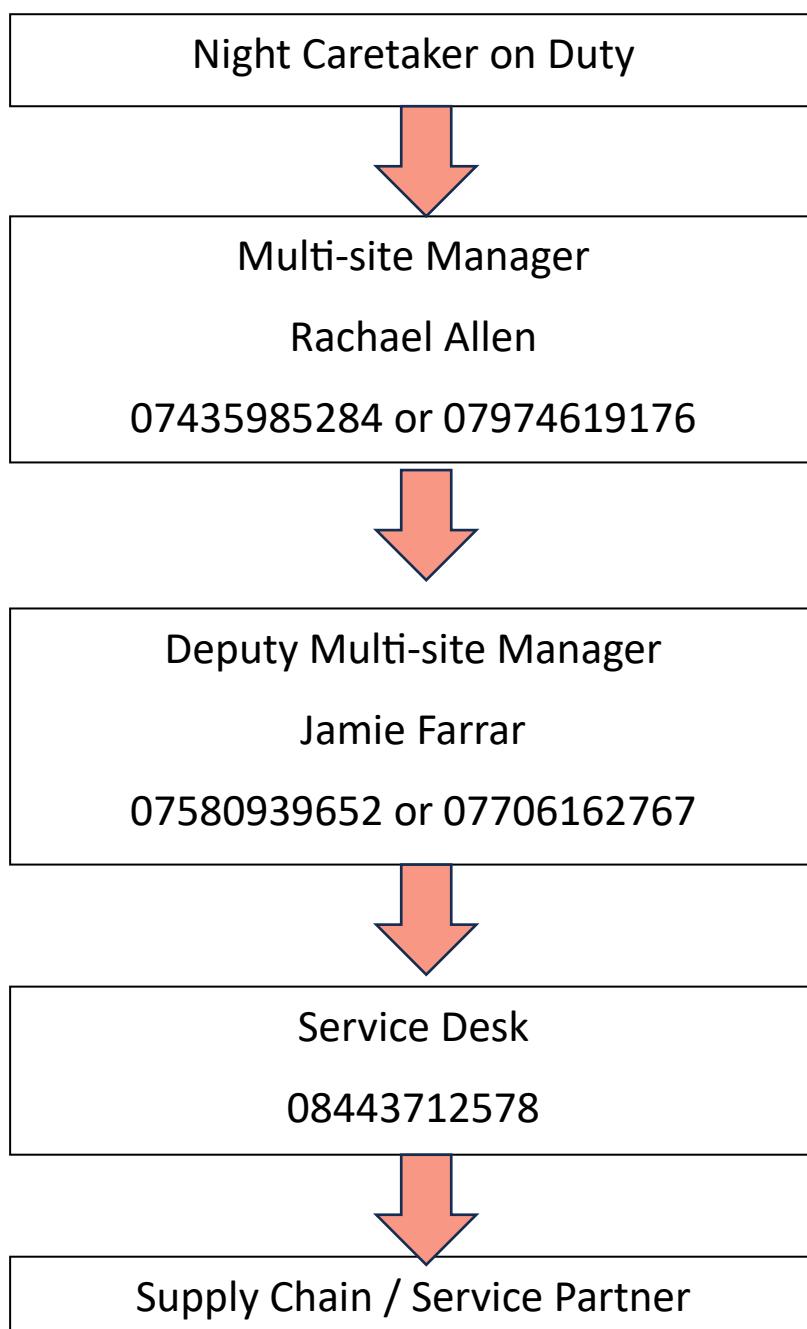


# HELLO STUDENT

## Escalation Procedure



**Please note:** If Multi-site Manager or deputy are not available, please move to the next stage of the chain (Service Desk), who will carry forward the escalation process.