

## Escalation procedure

JANET(UK) provides an escalation mechanism for customers who are unable to contact their nominated fault reporting point or are dissatisfied with the general performance of the fault reporting process. In either instance, sites should provide full details of their problem to the [JANET Service Desk](#) <sup>[1]</sup>. The request will be logged and steps will be taken to address the problem. JANET(UK) will also investigate the reasons for the unsatisfactory service and provide a report of the action taken.

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**Source URL:** <https://community.jisc.ac.uk/library/janet-services-documentation/escalation-procedure>

### Links

[1] <mailto:service@ja.net>