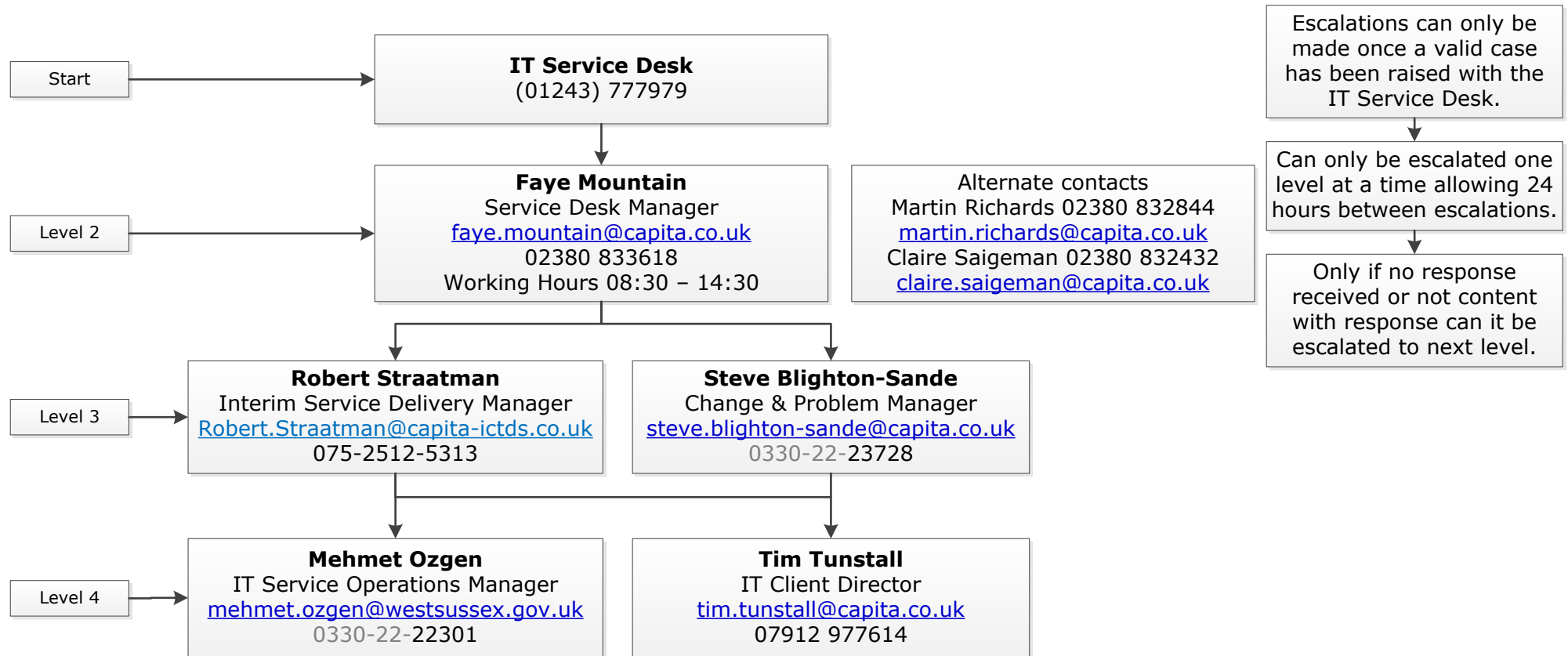


IT Escalations and Complaints

Details of who to escalate or make a complaint to about the service you are or have received from IT.
Please ensure you have consulted the [IT Service levels](#) on The Point so you understand what commitments are in place.

IT Escalations



IT Complaints, Compliments and other IT Service feedback

If you wish to make a formal complaint, give feedback or compliments please email dl.capita.its.feedback@westsussex.gov.uk

You are encouraged to use the escalation contacts above prior to raising a complaint