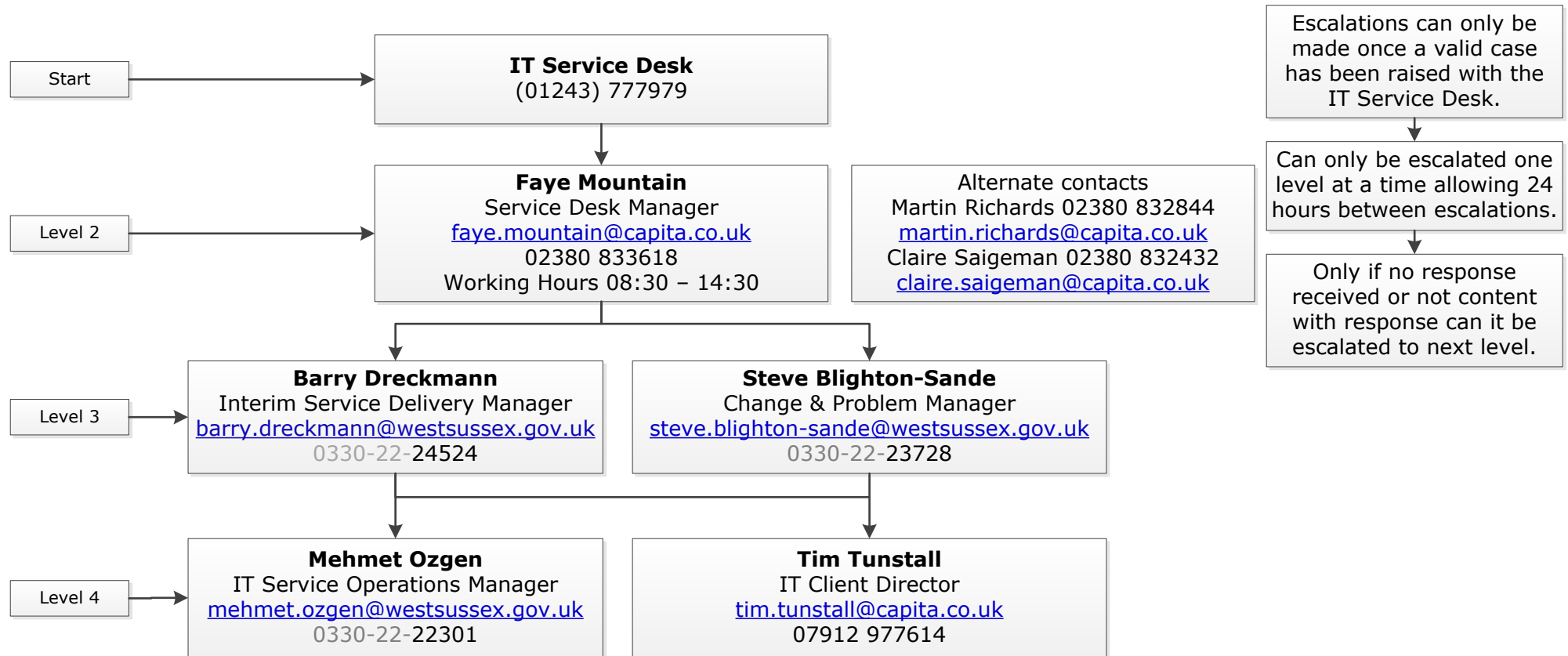


## IT Escalations and Complaints

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](mailto:dl.capita.its.feedback@westsussex.gov.uk)

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