

Franchisee Customer Service Escalation Process

Dear [Franchisee Name],

We hope this message finds you well. As part of our commitment to excellent customer service, we have established an escalation process for customer service issues that may require additional attention.

Escalation Steps

1. **Initial Support:** Contact your designated customer service representative at [Contact Information].
2. **First-Level Escalation:** If the issue remains unresolved, please escalate to your district manager at [District Manager Contact Information].
3. **Second-Level Escalation:** Should the problem not be addressed, please reach out to the franchise support team at [Franchise Support Contact Information].

Documentation Required

Please ensure to provide the following information during each escalation step:

- Customer Name and Contact Information
- Issue Description
- Previous communication details
- Any relevant documentation or evidence

We appreciate your cooperation in following this process to ensure we maintain the highest standards of customer service. Should you have any questions about the escalation process, feel free to reach out.

Thank you for your dedication to our shared success!

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Contact Information]