

Escalation of requests

In certain circumstances, it may be appropriate to forward requests not to the person normally designated for this purpose (HR officer; management), but to another body, for example the next higher line manager.

Example:

In a company, all travel expenses are forwarded to the payroll department.

For administrative reasons, however, these settlements must be received by the payroll department by the 10th of the following month.

If an employee misses this deadline, his/her request is automatically forwarded to the head of payroll accounting for approval.

This process of changing the recipient of requests depending on the deadline is called **escalation of requests**.

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If you would like to have such a deadline-dependent forwarding in your organisation, please contact the **Workflow consultant and support team** to set it up.