

Logistics Escalation Pathway

To report a missed or late collection please contact GSG (details on next page). GSG will assess the courier's status and arrange for an immediate resolution.

Additionally, to initiate a formal investigation, kindly follow up with an email to synnovis.customerservices@nhs.net. This will help us track and investigate the concern through our logistics team.

To view the Synnovis guided collection times please visit: <https://sel.synlab.co.uk/logistics/collection-times/>

GSG Queries and Escalation In Business Hours and Out of Hours including Weekends & Bank Holidays



Escalation Order	Contact Name	Position / Responsibility	Contact Number	Escalation Timeline
Level 1	GSG Synnovis Helpdesk	First line support for all bookings and enquiries	0203 840 3610	
Level 2	GSG Supervisor	GSG Operation Supervisors	07855 973 299 07816 243 633	Up to 30 mins depending on urgency if no response from Helpdesk
Level 3	Nicolle Houston	Contract Manager	07422 075 167	If no response from 1 & 2