## OSPA Proposal and Award Services Escalation Path for Issue Resolution

Pre-Award or
Post-Award Team
Lead should be
engaged for direct
management
involvement in

resolution

Matters not resolved by Team Lead should be escalated to Pre-Award or Post-Award Assistant Director Matters not resolved by Assistant Director should be escalated to OSPA Director

The Executive
Director will
determine final
resolution for
matters not
resolved by this
point

Faculty and
Research
Administrator (RA)
work together to
resolve issues and
identify solutions

Faculty should include the next level manager in emails when escalating concerns. The Executive Director is available to help resolve issues at any stage of the escalation path.