

Adopted: 25th April 2017
Reformatted: September 2020

UNREASONABLY PERSISTENT CALLERS

PURPOSE

WHAT IS AN UNREASONABLY PERSISTENT CALLER?

On rare occasions we receive regular phone calls from individuals, where there is no resolution to the matters the caller wishes to discuss. Often an unreasonably persistent caller seems unable to accept that the matter being presented is outside the remit of Age UK Cambridgeshire & Peterborough (AUKCAP).

The unreasonably persistent caller will make unnecessarily excessive demands upon our time and resources.

SCOPE

These guidelines are for all AGEUK staff to be aware of.

PROCEDURE

The procedure will be used only for named individuals with approval from a senior manager.

In most instances the caller will have a named individual who they prefer to speak with.

Step 1

Explain that the individual requested is not available but you will tell them of the callers contact today. Do not suggest that a callback will be made. Try to end the call at this point.

If the caller persists, then

Step 2

The caller will begin their story. **PROVIDED THAT THE CALLER DOES NOT PRESENT SOMETHING 'NEW' (see below)** please say something like:

"I'm sorry I must interrupt you at this point. I am on my own on the switchboard and I am not permitted to become involved in a lengthy conversation. I will definitely tell (name.....) that you called today.

Step 3

Say "I have to hang up now, but thank you for your call and I will say that you have phoned".

NB If a caller who has been identified as 'unreasonably persistent' presents with a new issue then this must be treated in the same way as any new enquiry and the matter should be referred within AUKCAP as appropriate.

Future actions

In the event that this procedure does not effectively remedy the situation, then this should be made known to the Chief Executive or another Senior Manager and further steps will be considered. These steps may include:

- Explaining to the caller that we shall limit the number of calls we can receive from them (for example to one per week at an agreed time) and/or that we shall limit the time available for each call.
- Stating that we shall not accept further phone calls but will accept written communications i.e. letter or e-mail.
- Diverting calls to a generally unused "voicemail" which can then be monitored and messages retrieved

REVIEW

These procedures will be reviewed every 24 months.

Unreasonably persistent caller procedure approved 01/09/20



Signed by Chair of Trustees