

Potential sex and or malicious callers procedure

To be used with the Complaints Procedure

If you are concerned the Helpline is being used inappropriately by a potential sex or malicious caller, please speak to the Helpline Supervisor and file Call Cards in the 'Cause for concern' section of Helpline current calls file.

This will ensure that all volunteer helpline counsellors are aware of the caller and will be able to act immediately.

If caller persists in using the Helpline inappropriately (3 calls - irrespective of name used) please alert Helpline Supervisor who will decide the next course of action. Call cards will be flagged 'Refer immediately to Helpline Supervisor'.

Further calls must be transferred immediately to the Helpline Supervisor and if caller continues to use the Helpline inappropriately ask him/her to stop calling or emailing.

If caller persists (5 calls) the Helpline Supervisor will report to the CEO who will decide the next course of action. Call cards will be flagged 'Refer immediately to CEO'. If a complaint is made, the Complaints Procedure will be followed.

Further calls will be transferred immediately to the CEO and if caller continues to use the Helpline inappropriately she will ask him/her to stop calling or emailing. If caller disagrees with the decision to end Helpline calls or emails, he/she will be made aware of the Complaints Procedure available at www.nacoa.org.uk/about.

If formal complaint made, the Complaints Procedure will be followed.

If, there is still no resolution and caller persists (5 calls) the CEO will advise caller that further action will be taken to trace calls and referred to the Police under the Malicious Communications Act 1988.

Please also see the Complaints Procedure and Caller Complaints Flow Chart.

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