

HANDLING AGGRESSIVE PHONE CALLS

FAST FACT FF 018:00, JULY 2017

No member of our staff is expected to have to deal with aggressive/abusive callers. Sometimes, the behaviour on the telephone of the caller or representative may fall short of the normal standards we would expect.



I am frustrated
I need an answer

Members of staff are not expected to tolerate abusive or threatening remarks from applicants or those calling on their behalf.

However, we must consider our service users needs; they can be exacerbated or stressed.

Therefore, whenever possible we should maintain a balance between the rights of the employee and the rights of the service users.

Suggested Actions: if you receive an abusive call, or during the call the caller becomes abusive:

- Inform the caller, firmly but politely, that you find the language they are using offensive and that you will end the conversation and put the phone down if the abusive language does not stop
- If it continues, despite repeating your warning, hang up
- Make a detailed note of the call
- Inform the staff member(s) who is/are involved with the caller
- Report any incidents of abusive threatening behaviour or language to your line manager

To maintain control of a call and avoid, if possible, the need to terminate the call:

- Keep calm and try to remain as objective as possible
- Do not respond with aggression
- Try not take what caller is saying personally
- Ask and keep asking for the facts
- Try to keep the tone of your voice calm and measured
- Let the caller “vent and have his/her say”
- Listen! Question and confirm what they are saying
- Remain positive and confident, do not allow the caller to take over the call
- Follow through on agreed actions
- END the call as recommended above if necessary.



Keep calm, and try to remain as objective as possible.