HOTHFIELD PARISH COUNCIL

Habitual and Vexatious Complainants

Telephone Call Treatment

In the event of a phone call from someone who has been placed on the Council’s Awareness Register with restricted contact by phone, the following words are to be used should a phone call be received:

….(interrupt caller once it is established it is a vexatious complainant and say):

“Mr ……. In accordance with the Council’s Policy on Habitual and Vexatious Complainants, details of which are on our web site, I am now terminating this call”

.. ...(and hang up).

Adopted 6 June 2018