

**BROOKLAND 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: 16 July 2018