



RECORDING OF TELEPHONE CONVERSATIONS

1 Introduction

- 1.1 In order to protect both employees and the Council, it is important for the Council to be able to record telephone calls received by staff that are logged onto the Council's Automatic Call Distribution (ACD) telephone system. Calls are recorded digitally onto a virtual server and can only be accessed by an administrator.
- 1.2 Where employees consider that they have been the subject of abusive or insulting behaviour by a member of the public, the Council will be able to check this and take action where necessary. The Council is able to record the quality of service provided on the telephone and take appropriate steps to address any areas of concern. Records are retained for 3 months and are then automatically deleted.
- 1.3 The Council is authorised to record telephone calls under the Telecommunications (Lawful Business Practice) (Interception of Communications) Regulations 2000, made under the Regulation of Investigatory Powers Act (RIPA) 2000.
- 1.4 The purpose of this procedure is to set out the circumstances in which the Council will record telephone calls and the principles that will apply to that process.
- 1.5 This Procedure applies to all employees of the Council, where calls are recorded except those employed in schools under the control of Governing Bodies, for whom procedures adopted by the Governing Body will apply. An employee is as defined in section 43k of the Employment Rights Act 1996 or any substituting or amending legislation. This will therefore include employees, agency workers, contractors and trainees.
- 1.6 The Head of Customer Services maintains a list of all teams where calls are currently recorded. This is published on the intranet.

2 Purpose of Recording

- 2.1 The Council will record telephone calls for the following purposes:
- a) To investigate complaints by employees against callers
 - b) To check the quality of service provision
 - c) To identify any training needs for employees
 - d) To investigate complaints received by callers about an employee.

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2.2 It is important to establish the facts when there is an allegation relating to staff conduct during a telephone conversation and to determine whether:

- the allegation against a member of staff is malicious or unfounded
- a disciplinary investigation should be undertaken if the recording identifies that the complaint has merit
- any training needs exist.

3 Use of Recordings

3.1 The following protocol will apply to the use of telephone call recordings:

- a) An employee can request, via their line manager or the Head of Customer Services, to hear their own recording at any time. This will usually be provided with 5 working days.
- b) An employee can ask the Head of Customer Services to listen to a recording where a member of the public has been rude to them, so that action can be taken.
- c) The Head of Customer Services, or nominated deputy, will listen to a recording as a result of a complaint received about an employee.
- d) The Head of Customer Services, or nominated deputy, may listen to recordings for quality assurance / training purposes. Where this occurs, a records of any calls accessed will be made and retained for a period on 1 year.
- e) Recordings may be used in disciplinary investigations and a copy of the recording will be made available to the employee.

4 Breach of Procedure

4.1 If an employee believes there has been a breach of the protocol set out in section 3, or other breach of this procedure, they should raise the concern with their line manager (or more senior manager if the breach involves their line manager).

5 Review

5.1 This Policy will be kept under review and amended where necessary.

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