

## Protocol for dealing with complainants visiting in person

### **If Complainant calls to Reception in Blackhall Place.**

The Complainant is informed that all complaints must be in writing.

May speak with CCR staff member by phone from Reception.

If the complainant is very insistent on meeting with a staff member, they should be advised that appointments only take place:

- a) after a written complaint has been submitted and
- b) the investigating executive considers that a meeting is necessary.

Complainants should not be advised to call to George's Court.

### **If a complainant calls directly to George's Court**

The concierge will call the receptionist to the ground floor. If the receptionist is not immediately available, concierge will ask complainant to wait.

The receptionist will inform the complainant that all complaints must be in writing and that appointments will only be made

- a) after a complaint is lodged and
- b) the investigating executive considers that a meeting is necessary.

In exceptional circumstances, the receptionist calls CCR and an executive goes to the ground floor .