

Parliamentary Complaint Handling Procedures

2. Complainant contact and service

2.6.5 Being recorded

Our Office position is to refuse requests from complainants to record our telephone conversations with them and to terminate any calls where a complainant insists on recording the conversation or we reasonably believe the complainant is recording the conversation (subject to the exceptions below). It is important we are able to conduct investigations in private. Further, difficulties may arise if a complainant were to publicise quotes from our Office that are out of context or incomplete. Even if a complainant asserts that the laws of their State or Territory allow for the recording of phone calls without consent, staff are under no obligation to continue to participate in a recorded phone call. If you believe a complainant is recording your telephone conversation, you should advise them of the Office policy and provide a warning to them before terminating the call. Any decision to terminate the call should be recorded in the relevant Telephone conversation with caller action. If a complainant continues to insist on recording telephone conversations with our Office, you might consider whether it is appropriate to restrict the way the complainant can contact our office to writing only (see 2.7 of this Procedure). Exceptions There may be some circumstances where it is appropriate to allow a complainant to record a conversation. This may be based on a number of factors, including but not limited to: • where the person has literacy issues or other barriers to taking notes of the conversation • where the person has a disability (see 2.3.1 of this Procedure) If you believe it is appropriate to allow a complainant to record a conversation, you should first discuss this with your supervisor.