DEALING WITH VOICEMAILS

Firstly, check if the service user is already in the Dynamics database. If SU provided enough information in the voice message like their name, postcode, address or phone number, you can try to find their record (remember you need at least two pieces of information other than name to verify if it's the same person).

CALL BACK

When calling back Service User who left a voicemail call them via Mitel. Follow Mitel Outbound calls guidance in Operator Manual (click here + ctrl key to open in web browser).

DID THE SERVICE USER ANSWER THE CALL?

✓ YES

In line with the Mitel Outbound calls guidance follow the script:

"Hi, am I speaking with Mr/ Ms X? My name is ABC I am calling from British Red Cross in reference to your voicemail. Before we proceed further, I would like to inform you that all calls are recorded for training and monitoring purposes. Calls to this number are confidential and unless there is a potential risk to you or others, or where we are required to by law, your personal data will not be shared without your consent.'

Then you can continue a conversation with the SU, make your notes and set up a case as normal in the Database.

NOTE **If the user is not ok with recording the conversation, please inform that you will have to end the call as it is not possible to stop recording. You can suggest them to call the Support Line number and discuss the case at a different time, if that is what they are comfortable with, however all the Support Line calls are recorded.

✗ NO

If the caller does not answer, the supervisor/operator should leave a voice message on the first call, that doesn't disclose any detail but makes it clear. They should state: **"I am calling from The British Red Cross, please call back on 0808 196 3651".** Once we leave this message, there is no need to make any further call back.

If there is no voicemail and the SU requires support from BRC, we will attempt to call them back on 2 occasions in total.

The operator will make the first call within an hour of it being passed to them and then repeat this in an hour.

If the operator finishes their shift before they have been able to make 2 calls, they need to notify the supervisor on the debrief so that they can hand over to another operator.

If the voicemail relates to a call not relevant for SL help e.g. Tesco Clubcard, we will try the SU on one occasion only.

SHOULD I SET UP A CASE IN THE DATABASE?

✓ You should set up a case in the database only if you contacted the Service User.

✗ If they didn't pick up or you left a voicemail, you don't need to set up a case. Let your supervisor know, so they can keep track of number of calls or voice messages left to Service Users.