

Telephone Guidance

1. Telephone Policy

The terms and conditions governing use of the telephones are contained in the [Agency's Telephone Policy](#)

2. Answering Calls

All incoming calls must be answered within 6 rings. When answering the telephone, give your name (forename and surname) and the name of your section.

3. Diverting Calls

If you are away from your desk, ensure a colleague is available to answer your incoming calls, or, if necessary, divert calls to another extension which will be answered. Use Diversion Code *64, then the extension number you wish your calls to be diverted to.

4. Transferring Calls

To transfer a call, press the recall button **R**, then dial the appropriate extension number. If no-one answers the telephone, or if the extension is engaged) press recall button **R**, then *3.

If you need to transfer a call, tell your caller the name of the person they will be transferred to (if this is known) and their extension number before you transfer the call.

If you are transferring the call to an enquiry number, tell the caller which section you will transfer them to: e.g. Reports, CAJR. Always give the caller your own name and extension number before transferring the call, in case any problems arise during the transfer.

Tell the person to whom you transfer the call the name of the caller and brief details of their query.

If you are not sure who to transfer the caller to, it may be best to take a note of the query and telephone number and arrange for their call to be returned. Give the caller your own name and extension number.

5. Messages

If you take a message for a colleague, ensure you note all relevant information, plus the date and time of the call. Telephone message pads are available for this purpose.

6. Answering Machines

Answering machines allow callers to leave a message if you are away from your desk or if you are holding an important meeting. Do not use an answer machine as a way to avoid answering calls in person.

7. Media Enquiries

All media enquiries (press, TV or radio) are handled by the Communications Department. Any such query should be passed to either Karen Minto (Ext. 3808) or Isla MacLeod (Ext. 3975).