

## 2.8. Scripted responses to an unreasonable lack of cooperation

Statement or conduct	Possible responses
<p><b>See attached/the attached speaks for itself.</b></p>	<ul style="list-style-type: none"> <li>• <i>So to deal with your matter properly, we need you to summarise the information that you've sent and explain how it relates to your central issues of concern. As it stands, we're having difficulty understanding how they are related.</i></li> <li>• <i>I've had a chance to look at the information you sent and I'm finding it difficult to see how it relates to the issues you raise. Can you please summarise this information and clearly explain how it relates to your central issues? I would need you to do this in the next [number of days/weeks] if you want us to proceed with your matter.</i></li> <li>• <i>For the moment, I don't need this level of detail ... [explain].</i></li> <li>• <i>As you can imagine we receive a lot of complaints at this organisation, so to make sure we deal with all of them fairly we ask people raising concerns to clearly identify their key issues and explain how their supporting documentation relates to these issues ....</i></li> <li>• <i>You've sent [number of emails/documents] to our office/organisation about your issue of concern. We don't need this much information right now. If we need it, I'll let you know. Until then, please stop sending this information as it is taking me away from doing other important tasks in relation to your matter.</i></li> <li>• <i>I previously asked you not to send any more information/emails because it is affecting my ability to deal with your matter effectively. Again, I don't need this level of detail from you at the moment. I'd appreciate it if you would comply with this request.</i></li> </ul>
<p><b>I've told you everything/given you all the documents that you asked for [when they clearly haven't].</b></p>	<ul style="list-style-type: none"> <li>• <i>I know you probably feel like you've talked about this enough, but could I ask you a few more questions that will help us to deal with it as quickly as possible? [Proceed by asking open-ended questions.]</i></li> <li>• <i>I understand that you're unhappy with the system, but I still need you to provide this information.</i></li> <li>• <i>[Restate what they've said] sounds really important. Can we go over it in a little more detail?</i></li> <li>• <i>We need you to send all the information you have that relates to your matter within [number of days/weeks]. Otherwise, we may have to close your file until we receive it from you.</i></li> <li>• <i>It's essential that you send us documentation/information that relates to your matter. Otherwise, we won't be able to deal with it appropriately.</i></li> <li>• <i>It's a very inefficient use of our time and resources to change the course of our inquiries/investigation/undertake further inquiries/another investigation because you did not provide us with this information earlier/when you were asked.</i></li> <li>• <i>We've asked you a number of times to send ... and you haven't. If we don't receive it by ... we won't accept it later on if you decide to send it to us. I suggest that you get it to us right away.</i></li> <li>• <i>By not sending the information that we've asked for we haven't been able to .... We need you to send this to us right away if you want ....</i></li> </ul>

Statement or conduct	Possible responses
	<p>Otherwise, we may have to close your matter/decide on the outcome of your matter without it.</p> <ul style="list-style-type: none"> <li>• We can't resolve your issue of concern without ... I'm sure you wouldn't like to see us close your file because of this.</li> <li>• You've come to us because you want us to .... For us to do this we need you to cooperate fully, by providing us with any information that is likely to influence how we deal with your matter and any solutions that we might suggest ....</li> </ul>
<p><b>It's vital to my issue/ complaint. You must look at it.</b></p>	<ul style="list-style-type: none"> <li>• I don't consider this to be relevant to whether ... I do, however, need you to tell me about ....</li> <li>• I don't need to know about ... to be able to determine whether ... has occurred.</li> <li>• It appears to me the central issues you have raised with us are .... I don't believe you need to tell me about ... for me to deal with those issues.</li> <li>• I apologise, but I'm not the person to speak to about .... I can help you with .... To ensure that we don't waste time, why don't you tell me about that?</li> <li>• I don't want to take up time by talking about .... Perhaps we can get back to discussing ...</li> <li>• I find this information to be inappropriate and irrelevant to .... I'll have to end our call if you continue to raise it with me.</li> <li>• I'll have to end this call if we can't keep to the issues of ....</li> <li>• I understand that you want to share all the details of what has happened with me. However, I don't need that level of detail because I can't help you with .... How about you tell me about ...?</li> <li>• If I need to know about it I'll let you know, but for the moment let's focus on ....</li> <li>• Can I ask why you're bringing this to my attention? [let them respond] As I've tried to explain to you, my role is to [explain]. Unfortunately, the information that you're sharing is not anything we can use at this organisation/our organisation can do anything about.</li> <li>• You've already been informed that our office/organisation doesn't consider it appropriate for you to talk to us/me about [explain]. I have nothing else to add to this issue.</li> <li>• I'll have to hang up now, because we aren't getting done the things we need to get done. I'll call you back in [number of hours/days] when I'll have more time to discuss them further/we can have a more focused discussion.</li> <li>• I'll send you an email/letter with my questions later this afternoon and you can respond in writing and send them back to me ....</li> <li>• I told you that I would hang up if you continued to discuss .... Goodbye.</li> </ul>
<p><b>Who the hell makes these?</b></p>	<ul style="list-style-type: none"> <li>• I know you disagree with the policy. If you want to have your say about this, the best thing to do is contact [organisation/person]. They are involved in setting the policies. [If the information is available to you] Would you like me to give you their name and number?</li> </ul> <p style="text-align: right;"><i>continued...</i></p>

<b>Statement or conduct</b>	<b>Possible responses</b>
	<ul style="list-style-type: none"> <li>• <i>Alternative responses to ‘that’s our policy’ or ‘it’s a matter of policy’ are:</i> <ul style="list-style-type: none"> <li>• <i>Let me explain how we usually do things/why we do things this way ....</i></li> <li>• <i>We ask/expect that ....</i></li> <li>• <i>Our usual practice is ....</i></li> </ul> </li> </ul>
<b><i>I can’t/won’t do that.</i></b>	<ul style="list-style-type: none"> <li>• <i>I feel I’ve explained your options to you as best as I can. You might want to choose a different path and that is absolutely your decision.</i></li> <li>• <i>It’s my role to explain your options to you, but any decision on what you do is clearly yours.</i></li> <li>• <i>Perhaps you’d like to think about what I’ve just explained to you. We can discuss it again next week if you need me to clarify anything further.</i></li> <li>• <i>So, let me recap. I’m going to do ... and you’re going to do .... Is that how you understand it?</i></li> <li>• <i>I understand that you’re unhappy with the system, but I still need you to do ....</i></li> <li>• <i>This is really the only advice I can give you. You’ll have to decide from here what you want to do next.</i></li> </ul>
<b><i>You’re wrong/ I disagree.</i></b>	<ul style="list-style-type: none"> <li>• <i>I acknowledge that you view things differently. However, on the information I have, I’ve formed the view that ....</i></li> <li>• <i>I acknowledge that your view is ..., but we see it differently.</i></li> <li>• <i>I feel that I’ve given you as much information as I can about this. It seems you want me to say something that I can’t. Because I have other serious matters to tend to, I’ll have to end the phone call here. You can write to our organisation if you have new and substantial issues that you want to raise.</i></li> <li>• <i>I don’t think this conversation is productive for either of us now and I’ll have to end it here. If you have any further concerns, you can put them in writing and we’ll assess them and decide whether or not they warrant any action by our organisation.</i></li> <li>• <i>I’ve given you all the information you need, and if you have no new questions I’ll end the call to deal with other people who are waiting.</i></li> <li>• <i>I understand that you’re dissatisfied with what I’ve told you. I’ve tried to explain to you how I/we came to this conclusion and can’t spend any more time explaining it to you. If you wish, you can put your concerns in writing.</i></li> <li>• <i>I’ve explained how and why I’ve made the decision that I have. Unfortunately, there is nothing else I can add to this. Unless you have some other issues that you would like to raise with me, I’ll have to end this conversation/interview here.</i></li> <li>• <i>Sometimes people have a different view on the same thing. You and I clearly have different views ... and as I’ve explained our organisation won’t be taking any further action on your matter.</i></li> </ul>