

Webchat Policy

This policy applies to employee's who use webchat to respond to customer or potential customer queries. It sets out the procedures in place where employees are subject to inappropriate messages whilst using webchat.

This policy should be read in conjunction with the Social Media Policy and IT and Communications Policy

Aura Retrofit Limited will review this policy on a regular basis to ensure it contains the most appropriate procedures.

What are inappropriate messages?

Inappropriate messages are messages which make the employee feel uncomfortable. Examples include rude comments, sexual suggestions or direct questions to the employee about their personal life.

Stage 1 - Resume the Conversation

Where an inappropriate message has been sent to an employee, the first stage is to use a standard response provided by Aura Retrofit Limited: "Thank you for contacting us. We think this message is inappropriate and will now terminate this conversation". The standard response will inform the individual that Aura Retrofit Limited keeps record of all messages and does not accept inappropriate messages, and that the conversation will be terminated, and the messages may be reported if they continue to be inappropriate. Following this response, it is useful to ask or re-ask a question such as "How can I help you today?"

Stage 2 - Terminate the Conversation

Where the inappropriate messages continue after Stage 1 has been followed, the employee must terminate the conversation by using the final response in the response bank. This will explain why the conversation is being terminated and re-iterate that inappropriate messages may be reported.

Stage 3 - Inform Manager

Where an employee has received inappropriate messages, they should inform their manager who will keep a central record of the messages. Employees should discuss with their manager whether the inappropriate messages were serious enough to warrant informing the Police.

Any employees who feel like the inappropriate messages are too much are encouraged to discuss this with their Manager.

Ongoing monitoring and training

Aura Retrofit Limited will provide training to employees on how to deal with inappropriate messages and will take steps necessary to ensure there is ongoing monitoring of webchat messages.