

LEARNING THE LESSONS

OUT
NOW

Bulletin 9: call handling

The Learning the Lessons bulletin is produced by a multi-agency committee including the Association of Chief Police Officers (ACPO), Association of Police Authorities (APA), HM Inspectorate of Constabulary (HMIC), Home Office, Independent Police Complaints Commission (IPCC) and National Policing Improvement Agency (NPIA). The bulletin summarises reports of investigations carried out by the IPCC or police forces into a range of police matters.

In this issue:

- Handling misrouted calls
- Dealing with suicidal callers
- Recording information
- Following up with callers
- Deciding a call is a hoax
- Asking a supervisor for help
- Working with the ambulance service

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