

MONTANA PUBLIC EMPLOYEES' RETIREMENT BOARD

TITLE: Handling Repeatedly Abusive Phone Calls

POLICY NO: BOARD Op 02

EFFECTIVE DATE: 01/14/2010

I. POLICY AND OBJECTIVES

The Public Employees' Retirement Board (the Board) views abusive telephone calls to the Montana Public Employee Retirement Administration (MPERA) as detrimental to a healthy working environment and sets forth the following procedures for dealing with people who are abusive during telephone calls.

II. PROCEDURES

- A. This procedure will be followed in the event that there are repeated abusive phone calls that have not been resolved through the MPERA Telephone Abuse policy.
- B. Repeatedly abusive phone calls will be dealt with in the following manner.
 - 1. The Executive Director will contact the abusive caller and request appropriate behavior be used during telephone conversations with staff members. The caller may also be advised of further actions the Board may take if the abusive phone calls continue.
 - 2. The Board will send a letter advising the caller that such abuse is not acceptable, is in violation of Federal Communications Commission regulations, and if continued, legal action will be taken by the Board.
 - 3. If the above letter fails to stop the abuse, the Board will take whatever legal action it deems appropriate, upon the advice of counsel.

III. CROSS REFERENCE GUIDE

The following laws, rules or policies may contain provisions that apply to this policy. The list should not be considered exhaustive - others may apply.

MPERA Telephone Abuse Policy

IV. HISTORY

GB3-93 Telephone Abuse

Originally approved March 1993

Amended November 12, 2004

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Reviewed and Amended January 14, 2010