

## IF YOUR CHURCH RECEIVES A PHONE CALL FROM A LEGAL REPRESENTATIVE:

- Be polite. Any reason for a caller to take offence may unhelpfully escalate the matter.
- Be aware that the call may be recorded (and you may not be advised that the call is being recorded).
- It is likely that the caller will ask to speak to a person in an authority position (Senior Pastor or Chairman).

## WHOEVER HANDLES THE PHONE CALL:

- Advise the caller as soon as you can that you are not able to respond or to provide any details.
- Ask for the person's contact details and advise them that a representative of the church will contact them within a week.
- Avoid any conversation relating to the matter.

## FOLLOWING THE CALL:

- Pass on the information to the Senior Minister/Chairman.
- Advise COCWA who may be able to provide assistance and provide contact information for trusted legal assistance.

## IF YOUR CHURCH RECEIVES A LETTER FROM A LEGAL REPRESENTATIVE:

- Pass the letter to the Senior Minister/Chairman as soon as possible.
- Advise COCWA who may be able to provide assistance and provide contact information for trusted legal assistance.