SOP - Reporting Unreasonable Users

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Version	1.0
Effective date	18-03-2020
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Next revision due	19-03-2021

Purpose

EGA Helpdesk answers thousands of tickets, and despite best efforts, users may become agitated and use language that could be considered too direct or offensive. The purpose of this SOP is to assist Helpdesk officers in highlighting potentially abusive behaviour to EGA management in order to seek both support and advice.

Scope

This SOP details the protocol to be followed if a user is considered to be abusive/too direct to EGA Helpdesk staff.

Procedure

1. Upon receipt of a message which you deem unreasonable, abusive, or overly direct, intimidates or harasses you, or makes you feel uncomfortable, flag it to the Helpdesk Team Leads.
2. If the ticket is deemed to be unreasonable by Helpdesk Team Leads, forward it to the appropriate internal emailing list (or your line manager directly if you prefer) giving a brief history of the ticket and why you feel it is unacceptable. Provide the RT ticket number so that EGA management are aware of the situation.
    a. If you feel uncomfortable dealing with the ticket, pass the ticket to a Helpdesk Team Lead.
3. In collaboration with Helpdesk Team Lead(s), make sure that the ticket is dealt with prioritised above other tickets and deal with it efficiently, making sure it is appropriately tagged, commented and reminders set.

4. If the user continues to behave unreasonably, advise them that the ticket will be escalated to EGA management. Flag the ticket again to the appropriate email list (or your line manager) and ask for advice from the EGA management on how to deal with the ticket.