

**Information Note for
Legislative Council Members' Meeting with The Ombudsman
on 10 December 2002**

Recording of Government department hotline conversations

Government departments do not as a general practice record hotline conversations. Generally speaking, hotline services receive significant number of inquiries on a daily basis. Maintaining a fully fledged recording facility can be expensive, labour intensive and could not be justified for the great majority of straightforward and innocuous inquiries.

2. However, this Office believes that taping conversations could be helpful in certain potentially difficult or emotionally charged situations. In such situations, a taped conversation can be an impeccable source of evidence that allows allegations to be verified and nuances and attitude problems to be identified.

Office of The Ombudsman

December 2002