

## Supplementary materials 3: Consent script

The following script was provided to complaint handlers for use in inviting complainants to participate in the study:

### **Aide Memoire FOR CONSENT PROCESS**

*Callers may opt out verbally at any point during the call*

#### **1. START OF CALL: Consent stage 1**

*“We are recording our calls for an external project by Ulster University to help improve how we receive complaints. Are you happy for me to record this call?”*

**No** — **do not record**  
**Yes** — **start recording**

*“For the benefit of the recording can you confirm that you are happy for me to provide a recording of this call to the researchers at Ulster University? You are free to change your mind at any point during the call and this will not affect your complaint”.*

**(Consent confirmation for the recording)**

**Once the usual process is complete and before closing the call, please confirm consent at stage 2.**

#### **2. END OF CALL: Consent stage 2**

*“...Before you go, can I check that you are still ok with this call being recorded? The researchers at Ulster University will make your call completely anonymous before including it in the study.”*

**No** — **delete call from voice recorder**  
**Yes** — **continue recording**

*“If you change your mind within the next 3 days, please call back and let us know. Meanwhile, we will send you some information about how the recording will be used. You can also visit the project website at [www.realcomplaints.org](http://www.realcomplaints.org). Researchers from Ulster University will be in touch to invite you to participate further in this study and give you more information. Do you have any questions in the meantime?”*