

CLIENT SERVICE AND FIELD CENTRES



2.6 Callback Procedures and Method of Substitution of Respondents

As noted, interviewers are required to make up to five attempts before disqualifying an otherwise eligible respondent. For each busy signal or no answer, the number is re-dialled after not less than one hour and again on the next interviewing day. One callback is attempted for any potential respondent who has terminated an interview before it is completed. If, after the second attempt, the potential respondent still declines to