

Managing Unreasonable Complainant/Customer Conduct Policy

Policy Identifier: GOV-012-P
 Approved by: General Meeting
 Date of Approval: 10 June 2020
 Effective Date: 10 June 2020
 Review Date: 10 June 2023
 Version: 2

Head of Power

*Local Government Act 2009 – section 150
 Local Government Regulation 2012*

Policy Objective

To appropriately manage unreasonable complainant/customer conduct.

Policy Statement

Redland City Council, through its Corporate Plan, is committed to enriching community lifestyles and making a positive difference in our customers' lives through the services we provide. We are forward thinking, engaged and strive to maintain the highest standards of service to ensure we are delivering real value.

Council is committed to:

- Dealing appropriately with unreasonable communications to Councillors and staff.
- Providing a process for the disengagement of unreasonable complainants/customers.
- Providing quality customer service and being responsive to all queries and complaints.
- Being proactive and taking decisive action to manage any unreasonable complainant conduct.
- Performing our functions in the most effective and efficient ways possible.
- Allocating resources fairly across all complaints.
- Providing a healthy and safe work environment for Councillors and staff.
- Treating all complaints equally and allocating resources fairly to achieve resolution.

Definitions

Term	Definition
Unreasonable complainant/customer conduct (UCC)	<p>Any behaviour by a current or former complainant/customer which, because of its nature or frequency raises substantial health, safety, resource or equity issues for our organisation, our staff, other service users and complainants/customers, or the complainant/customer himself/herself.</p> <p>UCC is divided into five categories of conduct:</p> <ul style="list-style-type: none"> • Unreasonable persistence • Unreasonable demands • Unreasonable lack of cooperation • Unreasonable arguments

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Term	Definition
	<ul style="list-style-type: none"> Unreasonable behaviours

Associated Documents

Managing Unreasonable Complainant/Customer Conduct Guideline ([A3169271](#))
 Customer Experience Administrative Directive ([A196669](#))
 Complaints Management Process Policy ([A3155274](#))
 Ombudsman's Managing Unreasonable Complainant Conduct Practice Manual (2nd edition)

Document Control

Only Council can approve amendments to this document by resolution of a Council Meeting, with the exception of administrative amendments which can be approved by the relevant ELT member. Refer to *Policy Instrument Development Manual* for an explanation on administrative amendments ([A4063988](#)).

Any requests to change the content of this document must be forwarded to relevant Service Manager(s). Approved documents must be submitted to the Corporate Meetings and Registers Team for registration.

Version Information

Version number	Date	Key Changes
1	August 2018	New Guideline
2	November 2019	Updates required under Policy Framework Review.