

Managing Unreasonable Complainant/Customer Conduct Policy

Policy Identifier:	GOV-012-P
Approved by:	General Manager Organisational Services (no changes)
Date of Approval:	26 September 2023
Effective Date:	26 September 2023
Review Date:	26 September 2026
Version:	4

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 providing services that deliver our community's shared vision and collective aspirations; *Naturally wonderful lifestyle. Connected community. Embracing opportunities.* We are a values led organisation and our organisational values encapsulate what we care about, influence how we operate and support our mission: Make a difference, make it count.

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 themselves.</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 • Unreasonable behaviours

Managing Unreasonable Complainant/Customer Conduct Policy

Associated Documents

Managing Unreasonable Complainant/Customer Conduct Guideline ([A3169271](#))
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.
3	March 2022	Administrative update to include reference to the new Corporate Plan
4	April 2023	Reviewed. No changes required.