Information sheet: Unreasonable complainant conduct

The department recognises a customer's right to make a complaint. Generally, customer complaints will be managed through the department's customer complaints management process. If your conduct as a complainant is unreasonable, the department may apply the *Managing unreasonable complainant conduct procedure* to try and resolve your complaint. If your conduct is so unreasonable that resolution is not possible, the department may terminate contact with you in relation to your complaint.

What is unreasonable complainant conduct?

As a complainant, your conduct could be considered unreasonable if it involves actions or behaviour which because of the nature or frequency, raises substantial health, safety, wellbeing, resource or equity issues for the department, its staff, other customers or yourself. The following table provides examples of actions or behaviours which may, depending on the circumstances, be considered unreasonable conduct.

Conduct	Examples of unreasonable conduct
Unrelenting contact	- Making excessive contact via phone, written correspondence, or unscheduled in-person attendance. - Refusing to accept the outcome of the complaint. - Lodging a new complaint that, in substance, is the same as a finalised complaint.
Demanding conduct	- Demanding a different outcome without showing any error in the original decision. - Demanding additional reviews beyond what is provided for in departmental policy. - Seeking that their complaint is prioritised, or handled other than in accordance with departmental policy. - Lodging the same complaint through multiple channels or with multiple staff. - Demanding an impossible, impractical or disproportionate outcome.
Unreasonable lack of cooperation	- Withholding information or providing incomplete or inaccurate information. - Deliberately providing overwhelming volumes of information. - Generally choosing to be obstructive or unhelpful, despite being able to assist.
Unreasonable arguments	- Argumentative or irrational conduct. - Alleging a conspiracy or plot. - Making vexatious complaints.

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	• Making unrealistic, illogical or baseless claims.
Unreasonable behaviour	• Threatening yourself or others. • Being aggressive, abusive or violent. • Lying or acting in a misleading or deceptive manner. • Being manipulative. Threats to the safety of departmental staff or the complainant, or threats to damage departmental property may be referred to the Queensland Police Service.

What are your responsibilities as a complainant?

As a complainant, you are expected to cooperate in a respectful way so that the department can work productively with you to resolve your customer complaint.

You also have a responsibility to not act unreasonably. The department will not tolerate conduct that is abusive, threatening, unreasonable, vexatious, or makes inappropriate demands on the department's time, resources or staff.

What are the consequences of unreasonable conduct?

If in the course of dealing with your complaint your conduct is assessed as being unreasonable, the department will explain the conduct expected of you as a complainant and may put strategies in place to address your conduct. Strategies may include, but are not limited to:

- imposing limits on the times you may contact the department, how you may contact the department (e.g. in writing only), or who you may contact

- refusing to progress a complaint until certain conditions are met, such as providing a clear idea of the issue to be addressed or sharing relevant information.

If unreasonable conduct continues, the department may terminate contact with you about your complaint. Unless the issues raised are frivolous or vexatious, the department will still address your complaint, however may not enter into further communication with you about the complaint.

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