

# Managing unreasonable complainant conduct

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We have a suite of resources to help you manage unreasonable complainant conduct:

- [Quick guide \(PDF 72.3KB\)](#) - a prompt for officers to print and keep at their workstation
- [Resource \(PDF 792.7KB\)](#) - a valuable reference with strategies and script ideas
- [Training](#) - interactive, practical training, with group exercises and case studies.

# What is unreasonable complainant conduct?

People have a right to complain about perceived failings or issues that affect them. However, officers and members of the public also have a right to dignity, physical and emotional safety, and respect. Unreasonable complainant conduct (UCC) is any conduct by a complainant which raises substantial health, safety, resource or equity issues for the agency, its staff and other clients. It is important to effectively [identify and manage UCC](#) to:

- protect the health and safety of officers, complainants and others
- ensure fairness in the complaints process
- improve efficiency and commitment to appropriate resource allocation in the complaints process.

## Prevent or minimise unreasonable complainant conduct

Last

Complainants who have been heard, properly informed and treated respectfully are more likely to respond positively, even with a negative outcome.

## Identifying and managing unreasonable complainant conduct

Unreasonable complainant conduct is when conduct raises substantial health, safety, resource or equity issues for an agency, its staff and clients.

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