QUEENSLAND OMBUDSMAN

50 YEARS 1974–2024

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Managing unreasonable complainant conduct

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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