



## **Charter of Service**

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### **Unreasonable conduct policy**

In most cases, people engaging with the Commission do so with respect and courtesy. However, sometimes individuals who are frustrated or upset about the subject matter of their complaint, how it is handled or the outcome, may direct aggressive and unreasonable conduct towards staff dealing with their complaints. Unreasonable conduct can manifest in verbal or written threats of harm, deliberately providing misleading information, making repeated unnecessary phone calls or insisting on actions or things that they are not entitled to.

Managing individuals engaging in conduct such as that described above (and listed below) can have negative impact on Commission staff and involve a disproportionate use of resources.

The Commission is a small agency and it has limited resources. In discharging its complaint-handling function, the Commission must ensure equity and fairness for all parties, efficiently manage resource allocation and protect staff health and safety.

Therefore, the National Information Service and Investigation and Conciliation Service may restrict how we communicate with people whose conduct we consider to be unreasonable.

Unreasonable conduct includes the following:

- threatening harm or violence towards staff or third parties
- engaging in aggressive or verbally abusive conduct towards staff, including making derogatory, racist or demeaning remarks or sending threatening correspondence
- persistently calling, writing to and/or emailing the service
- providing the service with excessive amounts of information and documentation and refusing to provide information in a format that is accessible for staff
- displaying unhelpful behaviour, such as refusing to cooperate with the process, acting dishonestly or unreasonably withholding relevant information

- making unwarranted demands to have their matters dealt with in a particular way
- persistently trying to make complaints about matters that have already been dealt with by the Commission.