

POLICY STATEMENT

DEALING WITH UNREASONABLE COMPLAINANTS

POLICY ADOPTED: 7 February 2012

Policy Objective:

To provide a process for council staff when dealing with 'unreasonable' complainants.

Policy Statement:

The substance of a complaint will determine the level of resources allocated to it, not the complainant's wishes, demands or behaviour.

When a complainant is determined to be unreasonable, a letter, from the General Manager, informing them that nothing further is going to be done, will be sent accordingly.

Definitions:

Unreasonable:-

- persisting with a complaint even though it has been comprehensively considered by council;
- reframing a complaint so it will be taken up again;
- showing an inability to accept the final decision;
- insisting that a particular solution is the correct one in the face of valid contrary or alternative evidence;
- persisting in interpreting the law or policy in a way that is inconsistent with generally accepted expert views on the issue;
- demanding a review because it is available, but not arguing a case for a review.

Responsibilities:

This policy applies to all staff who deals with complaints from stakeholders. However, determination of an 'unreasonable' complaint will be undertaken by the Director in consultation with the General Manager.

Recommended Practices:

Nil

References:

NSW Ombudsman – Management strategies for dealing with unreasonable complaint conduct.

Appendices:

Nil

Authorisation:

Status	Committee	N/A	
	Manex	7 th February 2012	
Owner	General Manager		
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Superseded Policy	N/A		
Date of Adoption/ Amendment	Revision Number	Minute Number	Review Date
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Related Council Policy / Procedure