**Unreasonable Complainant Conduct Information Sheet**

The Department of Transport and Main Roads (TMR) recognises our customers have the right to make a complaint. We expect our staff to treat customers with courtesy and respect. We expect this courtesy and respect to be returned. We do not tolerate conduct that is abusive, threatening, unreasonable, vexatious or makes inappropriate demands on our time, resources or staff.

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 TMR, 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.

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| Conduct | Examples |
| Unreasonable persistence | * Making excessive contact via phone or written correspondence. * Refusing to accept the outcome of a complaint. * Lodging a new complaint that, in substance, is the same as a finalised complaint. |
| Unreasonable demands | * Making demands about how your matter should be handled. * Insisting on a response to every point raised. * Demanding answers to questions that have already been responded to comprehensively or repeatedly. * 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. * 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 TMR staff or threats to damage TMR property may be referred to the Queensland Police Service. |

What are the consequences of unreasonable conduct?

If your conduct is assessed as being unreasonable, we will explain the conduct expected of you and may apply strategies under TMR’s *Unreasonable Complainant Conduct Policy*.

Strategies may include but are not limited to:

* imposing limits on the times you may contact TMR, how you may contact TMR (for example, 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 issues to be addressed or sharing relevant information.
* terminating contact with you.

TMR has adopted the [Queensland Ombudsman’s framework for managing unreasonable complainant conduct.](https://www.ombudsman.qld.gov.au/improve-public-administration/public-administration-resources/managing-unreasonable-complainant-conduct) This information sheet is in line with the [Queensland Public Service Customer Complaint Management Guidelines](https://www.forgov.qld.gov.au/pay-benefits-and-policy/directives-policies-circulars-and-guidelines/queensland-public-service-customer-complaint-management-guideline).

Need more information?

Visit the Compliments and Complaints page of TMR’s website: <https://www.tmr.qld.gov.au/About-us/Contact-us/Compliments-and-complaints>