

FACT SHEET

UNREASONABLE CLIENT CONDUCT

The Department of Child Safety, Seniors and Disability Services recognises a client’s right to raise concerns and express dissatisfaction. The department expects that client conduct will be appropriate and reasonable and must not compromise employee safety and wellbeing. If your conduct is considered unreasonable the department may apply strategies to assist in facilitating communication between you and departmental staff.

What is unreasonable client conduct?

Your conduct could be considered unreasonable if it involves actions or behaviour which because of the nature or frequency, raises substantial health, safety, wellbeing, or resource and equity issues for the department, its staff, other clients, or yourself. The following table provides examples of actions or behaviour which may, depending on the circumstances, be considered unreasonable conduct.

Conduct	Examples of unreasonable conduct
Unreasonable persistence	<ul style="list-style-type: none"> • Making excessive contact via phone, written correspondence, or unscheduled in-person attendance. • Refusing to accept the outcome of a complaint. • Lodging a new complaint that, in substance, is the same as a finalised complaint.
Unreasonable demands	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Argumentative or irrational conduct. • Alleging a conspiracy or plot. • Making vexatious complaints. • Making unrealistic, illogical, or baseless claims.
Unreasonable behaviour	<ul style="list-style-type: none"> • Threatening yourself or others. • Being aggressive, abusive, or violent. • Lying or acting in a misleading or deceptive manner. • Being manipulative. <p>Threats to the safety of departmental staff or threats to damage departmental property may be referred to the Queensland Police Service.</p>

What are your responsibilities as a client?

You are expected to cooperate in a respectful way so that the department can work productively with you. You also have a responsibility to not act unreasonably. The department will not tolerate conduct that is abusive, threatening, unreasonable, vexatious or makes inappropriate demands of the department.

What are the consequences of unreasonable conduct?

Where unreasonable conduct is identified, the department will explain the conduct expected of you and may put strategies in place to help you address your conduct. Strategies may include but are not limited to:

- imposing limitations on the times you may contact the department, how you may contact the department (e.g., in writing only), or who you may contact.
- refusing to progress a concern or complaint until certain conditions are met, such as providing a clear idea of the issues to be addressed or sharing relevant information.

The department of Child Safety, Seniors and Disability Services has adopted the [Queensland Ombudsman's framework for managing unreasonable complaint conduct](#).

This fact sheet is in line with the [Queensland Public Service Customer Complaint Management Guidelines](#).



Need help in your language?

Call 1800 512 451 and ask for an interpreter.