

F.1 231/21 Unreasonable Customer Conduct Policy, Cr Michael Whelan

I, Cr Michael Whelan, hereby give notice that I intend to move a motion at the Council Meeting on 17 March 2021, which reads as follows:

UNREASONABLE CUSTOMER CONDUCT POLICY

Motion

That Council, through the CEO, develop an Unreasonable Customer Conduct Policy that will be available on our website. The objective of this policy is to provide our customers, employees, Councillors and contractors with a framework within which Bass Coast Shire Council will manage unreasonable conduct by customers.

Background by Councillor

At Council we are committed to being accessible and responsive to all customers who approach the Council for assistance with a request for service, request for information or with a complaint.

At the same time the success of our organisation depends on:

- Our ability to do our work and perform our functions in the most effective and efficient ways possible;
- The health, safety and security of our people, and
- Our ability to allocate our resources fairly across all the complaints we receive.

When customers behave unreasonably in their dealings with us, their conduct can significantly affect our success. As a result, we need to take proactive and decisive action to manage any customer conduct that negatively and unreasonably affects us and will support our people to do the same in accordance with this policy.

Most of our customers act reasonably and responsibly in their interactions with us, even when they are experiencing high levels of distress, frustration and anger about their complaint.

In a very small number of cases some customers behave in ways that are inappropriate and unacceptable – despite our best efforts to help them. They are aggressive and/or verbally abusive towards our people. They threaten harm and violence, bombard our offices with unnecessary and excessive phone calls and emails, make inappropriate demands on our time and our resources and refuse to accept our decisions and recommendations in relation to their complaints. They may also use social media platforms to damage Council's reputation and brand. When customers behave in these ways we consider their conduct to be 'unreasonable'.

This unreasonable conduct includes:

- Unreasonable persistence
- Unreasonable demands

- Unreasonable lack of cooperation
- Unreasonable arguments
- Unreasonable behaviours

Officers Comments

The majority of interactions between Council and the community are conducted in a constructive and respectful manner. Unfortunately, there are times when the conduct of some individuals unreasonably diverts Council resources or places officers, contractors or Councillors at risk of harm.

An Unreasonable Customer Conduct Policy would clearly set out behavior that Council considers unreasonable, the protective actions that could be put in place and would support Council to provide a safe workplace.

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Cr Michael Whelan, Island Ward

Dated: **17 March 2021**

Attachments

There are no attachments for this report.

Council Decision

Moved: Cr. Michael Whelan / Seconded: Cr. Leticia Laing

That the motion be adopted.

CARRIED

Cr Clare Le Serve removed herself from the position of Chair at 1.25pm

Cr Michael Whelan assumed the position of Chair at 1.25pm