

Customer Code of Conduct Policy

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- Organizations should consider developing specific policies and processes to effectively manage unreasonable conduct
- Having an effective and transparent strategy to manage complainants who exhibit unreasonable and inappropriate behaviours will help ensure individual cases are dealt with in a reasonable, fair, and consistent manner
- Although unreasonable conduct by complainants typically only presents in a small fraction of cases, these cases consume a vast and disproportionate amount of time and resources
- Managing these cases effectively is key to maintaining efficient operations, ensuring safety and wellbeing of staff, and ensuring an equitable and fair allocation of resources for all service users

Expectations of Customers

- Reasonable Demands
- Reasonable Cooperation
- Reasonable Persistence
- Reasonable Behaviours
- Reasonable Arguments

Policy Breach & Restrictions

- If there is a breach of the policy restrictions can be placed on the customer
- Any restrictions must relate directly to the breach and be proportionate in nature to the breach
- Restriction Examples:
 - Limiting contact times
 - Limiting contact channels
 - Limiting subject matter

Questions?