

Fact Sheet Unreasonable Complainant Conduct

The Queensland Ambulance Service acknowledges a customer’s right to raise concerns and express dissatisfaction.

The QAS expects that complainant conduct will be appropriate and reasonable and must not compromise employee safety and wellbeing.

The QAS will treat all complainants with fairness and respect, and QAS employees are entitled to be treated with the same fairness and respect they afford to complainants.

What is unreasonable complainant conduct?

Your conduct could be considered unreasonable if it involves actions or behaviours, which because of the nature or frequency, raises substantial health, safety, wellbeing or resource and equity issues for the QAS, its employees, other service users or yourself.

What are your responsibilities as a customer?

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

The QAS has adopted the Queensland Ombudsman’s framework for managing unreasonable complainant conduct.

What will QAS do if unreasonable complainant conduct occurs?

Where unreasonable conduct is identified, the QAS 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:

- Limitations on your contact with the QAS;
- Progressing a complaint once all conditions are met;
- Terminating contact with you.

Conduct	Examples
Unreasonable persistence	<ul style="list-style-type: none"> • Excessive contact via phone, or in writing. • 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 managed. • Insisting on a response to every point raised. • Demanding impossible, impractical or a disproportionate outcome.
Unreasonable lack of cooperation	<ul style="list-style-type: none"> • Withholding information or providing incomplete or inaccurate 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. • Making vexatious complaints. • Making unrealistic, illogical or baseless claims.
Unreasonable behaviour	<ul style="list-style-type: none"> • Threatening yourself or others. • Being aggressive, abusive, violent or manipulative. • Threats to the safety of QAS employees may be referred to the Queensland Police Service.

Where can I find more information?

- **Visit our website**
www.ambulance.qld.gov.au
- **Email us**
QAS.Feedback@ambulance.qld.gov.au



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