



Managing Unreasonable Conduct Policy

Policy number: CS11

Version: 1.1

Policy Owner: General Manager Organisational Services

Subject Expert: Director Client Services

Next review date: 13 September 2024

1. PURPOSE

This policy explains how South Metropolitan TAFE (SM TAFE) staff will deal with persons that display unreasonable conduct including aggressive, rude, abusive or threatening behaviour.

This policy also deals with persons that make unreasonable demands:

- constantly raise the same issue with different staff,
- advise that they are not satisfied despite our best efforts,
- or make unreasonable demands on the College or upon staff trying to assist them.

2. SCOPE

This policy sets out an overarching rationale for the prevention of and response to managing unreasonable conduct experienced by SM TAFE staff. The policy covers all SM TAFE employees with potential customer/visitor interaction.

This policy only applies to the following:

- Former students of SM TAFE
- Individuals who are not currently enrolled as a student at SM TAFE
- Visitors to SM TAFE

This policy does not cover:

- interactions with current students which are covered by the TS01 Student Code of Conduct Policy and are subject to separate disciplinary action;
- critical incidents that have the potential to cause injury or loss of life to staff, students or the public which are covered by the PC61 Critical Incident Management Policy.

3. POLICY GOVERNANCE

This Policy has been developed with consideration to the following regulatory requirements, standards, or policies.

- SM TAFE By-laws - Part 4 – Conduct on college land.
- Work Health and Safety Act 2020
- Work Health and Safety Regulations 2022
- Code of Practice: Occupational Safety and Health in the Western Australian Public Sector 2007
- Violence and aggression at work - Code of practice, 2022 – Department of Mines, Industry Regulation and Safety



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4. KEY TERMS – Refer to [QMS Glossary](#) for definitions

- Customers/visitors
- Customers who cannot be satisfied
- Unreasonable conduct

5. PRINCIPLES

The College is committed to providing a customer-centric culture that aims for first contact resolution to satisfy a customer's request. However, at times, a customer's expectations or demands may exceed SM TAFE's ability to deliver.

5.1 Customers have a right to expect:

- friendly, courteous, and respectful customer service.
- accurate information or an explanation in relation to their enquiry.
- action taken to resolve their issue or address their concerns.
- the situation to be dealt with quickly, fairly, and appropriately.

5.2 Customers are encouraged to register complaints and feedback

Where customers are not satisfied with the level of service or advice provided, College staff will direct the customer to SM TAFE's Complaint Management Policy and provide information on how to make a complaint.

5.3 Unreasonable conduct will vary according to the circumstances but could include:

- Customers that are aggressive in providing feedback regarding a service or transaction with the College.
- Customers that display rude behaviour or make unreasonable demands whether made in person, on the telephone or via digital communications including email and social media
- Customers that display threatening or violent behaviour. Threatening behaviour may include threats made against property or person of physical or sexual violence
- Customers who demand services or outcomes that the college is unable to meet.
Customers who cannot be satisfied

5.4 SM TAFE staff have a right to expect respect, cooperation and courtesy from customers.

5.5 SMTAFE staff have a right to limit or cease communications with customers who display unreasonable conduct, are unreasonably persistent, rude, abusive or aggressive or who cannot be satisfied.

6. DOCUMENTS SUPPORTING THIS POLICY

6.1. Policies

- PC01 Staff Code of Conduct

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- PL04 Complaints and Feedback Policy
- PC43 Work Health and Safety Policy
- PC48 Working Alone Policy
- PC58 First Aid Policy
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6.2. Procedures

- CS1101 Managing Unreasonable Conduct Procedure
- PL0401 Complaints and Feedback Procedure
- PC5201 Accident, Incident and Hazard Reporting Procedure
- Mental Health Emergency Procedure

6.3. Forms

- PC520101 Accident, Incident and Hazard Report Form

7. POLICY REVIEW AND COMMUNICATION

All staff will be notified of new policies and policy changes and the documents will be available on the QMS.

8. POLICY APPROVAL

Approved and Endorsed:

Terry Durant

Managing Director

Date: 13th September 2022

9. DOCUMENT HISTORY AND VERSION CONTROL

Version	Date Approved	Approved by	Brief Description
V1.0	13/09/2022	CORPEX	Managing Unreasonable Conduct Policy
V1.1	04/11/2022	General Manager Organisational Services	Policy structure updated – 4 Key definitions changed to key terms

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