RESORT VILLAGE OF TURTLE VIEW
UNREASONABLE COMPLAINANT CONDUCT (UCC) POLICY

Subject:	Procedure for Unreasonable Complainants	
Type:	Administrative	Pages: 2
Authority:	Municipal Resolution #184/24	Adopted by Council: November 20, 2024

GOAL

To provide a process for Council and Staff to better manage unreasonable complainant conduct (UCC) while still providing procedural fairness. To provide for the health and safety of RV staff, Council, and Associates by restricting access to service to people with unreasonable complaint behaviour.

Unreasonable Complainant Conduct

Most Complainants act reasonably in their interactions with RV staff and Council, however there are some who choose to act unreasonably. Unreasonable Complainant conduct is any behaviour by a Complainant which, because of its nature or frequency, raises substantial health, safety, resource or equity issues for the RV's staff or Council. UCC could be a manifestation of:

1. Unreasonable persistence
2. Unreasonable demands
3. Unreasonable lack of cooperation
4. Unreasonable arguments
5. Unreasonable behaviours

Roles And Responsibilities

- All staff and Council are responsible for familiarizing themselves with this policy.
- Staff, and Council are responsible for recording and reporting all UCC incidents they experience or witness.
- Council is responsible for making restriction decisions, in closed session at duly convened Council meetings.
- The Administrator is responsible for bringing the case to Council and communicating with the Complainant.

Procedure to Restrict

1. Unreasonable complaints are documented and when the complaints are deemed unreasonable the case is brought to Council for consideration to proceed.
2. If Council decides to consider a restriction process, the Complainant is given advance notice in writing, of the restriction being considered, the reasons behind the consideration to restrict, the type of restriction and the timeframe the restriction will apply.

3. In regard to Procedural Fairness, the Complainant is invited, in writing, to refute the reasons for the impending restriction. A deadline for such a reply is established by Council and communicated to the Complainant.
4. At the next RV Council meeting after the established Complainant reply deadline, Council will discuss, in closed session, any action to restrict. If, in consideration of the Complainant's reply, Council decides to restrict service, a decision of Council will be made in an open and transparent manner, with respect to protection of personal information. The decision of Council will be communicated to the Complainant, outlining the restricted service and the nature and length of the restriction.
5. Should the Complainant disagree with the Council's decision, they will be advised to contact the Saskatchewan Ombudsman.