

Unreasonable Behaviour Statement

Most Australian College of Nursing (ACN) students, members and customers act reasonably and responsibly in their interactions with ACN. However, in a small number of cases, some behave in ways that are inappropriate and unacceptable.

Unreasonable conduct by customers and students is any behaviour which, because of its nature or frequency, raises substantial health, safety, resource or equity issues for our organisation, our staff, other service users and customers or the customer himself/herself.

This includes but is not limited to:

- rude, confronting and/or threatening correspondence
- swearing, yelling, derogatory or defamatory remarks
- causing distress to ACN staff
- making excessive demands on the time and resources of ACN staff with persistent phone calls and emails in relation to a specific enquiry/complaint
- demanding services or response timeframes that cannot be met by ACN when this has already been explained
- refusing to accept final decisions made by ACN

When interactions of this nature occur, ACN has a duty to protect the wellbeing of our staff and take appropriate steps to limit or terminate interactions.

ACN will not accept or tolerate any violence or aggression towards its employees. Any such act/behaviour will result in appropriate action or sanctions.