

Rule 10: Managing Unreasonable Conduct in Interactions with the PRC

Purpose

This rule establishes a clear, effective, and transparent approach for managing any person during the complaint process who engages in unreasonable conduct that may pose a risk to Police Review Commission (PRC) employees or undermine the fair and efficient administration of the PRC's processes.

Legislation

- **S.(6)(2)(c)(i) of the Police Conduct and Oversight Regulation**
 - The chief executive officer may establish rules governing the complaints procedure, including the management of complaints by the Police Review Commission.

Background

- Unreasonable conduct is any conduct exhibited by any person, group or organization who, while interacting with the PRC, seeking services or information, poses a risk to personal safety of PRC staff or impedes or obstructs the delivery and administration of services.
- Unreasonable conduct can have profound effects on the safety and wellbeing of PRC staff and of the agency's resources and productivity.
- PRC staff will not tolerate unreasonable conduct during their interactions while engaged in a call, in-person, or electronic and written communications.
- Unreasonable conduct may include:
 - Unreasonable persistence (harassing behaviour or continually revisiting issues already addressed).
 - Unreasonable demands (seeking outcomes beyond PRC authority or what the PRC has already determined reasonable).
 - Unreasonable lack of cooperation (withholding essential information, refusing process steps).
 - Unreasonable arguments (repetitive, irrelevant, or illogical assertions).
 - Threatening or aggressive behaviour (verbal abuse, intimidation, safety concerns).
 - Discriminatory behaviour (words, actions or other conduct that is based on certain personal characteristics).

Procedure

- All persons, including those who exhibit unreasonable conduct, are entitled to respectful communication and access to PRC processes within the limits of PRC's statutory mandate.
- The PRC may impose restrictions or conditions necessary to manage any persons who exhibit unreasonable conduct and may implement any internal mitigation or support measures deemed appropriate to protect staff or maintain operational efficiency.
- The person who exhibits unreasonable conduct will be notified of any restrictions imposed by the PRC and any applicable review period, during which the restrictions will be reviewed to determine whether they should be continued, removed, or amended.
- A person who has restrictions imposed by the PRC may appeal those restrictions by submitting their appeal, with reasons, within 30 days of receiving notification.
- The PRC's policy on "**Managing Unreasonable Conduct in Interactions with the PRC**" provides additional guidance on measures and mitigation strategies the PRC may use when interacting with any person who exhibits unreasonable conduct.