

ZERO TOLERANCE

Zero tolerance for aggressive or abusive behaviour

Towards our staff, patients or visitors. Our staff have the right to work in a safe environment. We are here to help you — please treat our team with respect.

We will not tolerate

- ✗ Verbal abuse, threatening language or intimidation
- ✗ Physical aggression of any kind
- ✗ Racist, discriminatory or offensive language
- ✗ Harassment or bullying of any staff member, patient or visitor
- ✗ Damage to practice property

Consequences

- You may be asked to leave the premises immediately
- Police will be called where necessary
- Your care at this practice may be withdrawn
- Your behaviour may be reported to the relevant authorities