

Zero Tolerance Policy

As an employer, the Practice has a duty to care for the health and safety of its staff. The Practice also has a legal responsibility to provide a safe and secure working environment for staff. All patients are expected to behave in an acceptable manner and violent, aggressive or abusive behaviour towards staff or patients may result in removal from our Practice list or even criminal proceedings. The Practice follows the NHS guidance concerning Zero Tolerance.

Our staff come to work to care for others, and it is important for all members of the public and our staff to be treated with respect.

Whilst we appreciate that when dealing with matters of concern relating to health can be worrying and frustrating, anyone giving verbal abuse to members of staff will be sent a letter from the Practice Manager that this behaviour will not be tolerated. Any future violation of this policy may result in removal from the Practice patient list – ***there will be NO appeal process.***

The Practice feels sure you will understand that proper behaviour is absolutely necessary for our staff and patients and that non observance will not be accepted.