

ZERO TOLERANCE POLICY

Abusive or Violent Behaviour

We are all frustrated by the restrictions that the COVID-19 pandemic has put in place, however, it is for public safety and as such we have no option but to ask you follow our practice procedures. These procedures are to keep yourself and the practice staff safe so we can provide a dental service for you.

This dental practice operates a “Zero Tolerance” policy and any patients who commit an act of violence against any member of staff or other patient, or behaves in such a way that any such person fears for their safety, will be reported to the police immediately, the patient’s treatment will be terminated and if applicable the NHS Commissioning Board will be informed.

Expected Standards of Behaviour

Your Dental Care has a duty to provide a safe and secure environment for staff, patients and visitors. Violent or abusive behaviour will not be tolerated and decisive action will be taken to protect staff, patients and visitors.

The following are examples of unacceptable behaviour on Practice Premises:

- Violence
- Excessive noise, eg recurrent loud or intrusive conversation or shouting
- Threatening or abusive language involving swearing or offensive remarks
- Derogatory racial or sexual remarks
- Malicious allegations relating to members of staff, other patients or visitors
- Taking alcohol or drugs on practice premises
- Wilful damage to practice property
- Theft
- Threats or threatening behaviour