

## Zero Tolerance Policy

Zero Tolerance – Abusive or Aggressive Behaviour

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 courtesy and respect.

In line with our practice values and to ensure this is fully observed, we have a **Dignity at Work and Zero Tolerance policy**. This means that aggressive or violent behaviour towards our staff or any member of the public within our Practice premises will not be tolerated under any circumstances.

Anyone giving verbal abuse to members of staff, either in person or over the telephone, will be sent a letter from the Practice Manager advising that this behaviour will not be tolerated. Any future violation of this policy will result in the removal from the Practice patient list. There will be no appeal process.

We feel sure that you will understand that proper behaviour is absolutely necessary for our staff and patients and that non-observance will not be accepted.

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