



Alexandra Dental Practice

ZERO TOLERANCE POLICY

The practice is committed to providing a safe working environment by minimising the risk of violent and aggressive behaviour at work.

The working environment is defined as the practice premises.

The practice defines violence and aggression as 'any incident in which a person is abused, threatened or assaulted in circumstances relating to their work' including threats against the practice staff, verbal abuse (shouting, swearing, rude gestures) psychological abuse or physical attacks.

Abusive or Violent Behaviour

Please note that 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 Primary Care Group will be informed

Expected Standards of Behaviour

Alexandra Dental Practice 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 and patients

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
- Drug dealing on practice premises
- Wilful damage to practice property
- Theft
- Threats or threatening behaviour

Any patient expressing any of the above will be de-registered from this practice, this list is not exhaustive.

1/12/16 Gill Finch Practice Manager

To be reviewed 1/12/17