



## **Zero tolerance on unacceptable and violent and aggressive behaviour**

Our practice has a zero tolerance towards unacceptable and violent and aggressive behaviour.

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

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, verbal abuse (shouting, swearing, rude gestures), psychological abuse or physical attacks.

Our team has the right to be treated with respect and politeness, and to work without fear of violent, abusive and/or intimidating behaviour.

Any patient not complying with this policy will immediately be refused any further care. Further action may be taken if necessary.