# Zero Tolerance Policy

|  |  |  |  |
| --- | --- | --- | --- |
| **Version** | **Edited by** | **Date issued** | **Next review date** |
| **1.0** | **Amy Baker** | **Oct 2025** |  |

|  |  |
| --- | --- |
| **Position** | **Named individual** |
| Practice Manager | Amy Baker |
|  |  |
|  |  |

Our surgery is committed to providing a safe, supportive, and respectful environment for all patients, visitors, and staff. We ask that everyone treats others with courtesy and respect at all times.

## Unacceptable Behaviour

The following will not be tolerated under any circumstances:

* Verbal abuse, shouting, swearing, or offensive language
* Threatening, aggressive, or intimidating behaviour
* Racist, sexist, homophobic, or discriminatory remarks
* Physical violence or assault
* Persistent or unreasonable demands that cause distress to staff or other patients

## Our Response

* Any abusive behaviour will be taken seriously and may result in removal from the practice list.
* Serious incidents, including threats or acts of violence, will be reported to the police immediately.
* We reserve the right to withdraw treatment and services from anyone who disregards this policy.

## Our Commitment

We are here to help you. Our team will always do their best to listen, support, and provide care with kindness and professionalism. In return, we ask that you help us maintain a safe and respectful environment for everyone.