

Zero Tolerance Policy

Arundel Dental Practice is committed to providing a safe environment by minimizing the risk of violent and aggressive behaviour towards our staff and patients.

We define violence and aggression as “any incident in which a person is abused, threatened or assaulted” including threats against the practice staff, verbal abuse (shouting, swearing, rude gestures) psychological abuse or physical attacks.

Abusive or Violent Behaviour

We operate a “Zero Tolerance” policy for abusive or violent behaviour. Any patient who commits 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 no further appointments will be offered.

Expected Standards of Behaviour

We have 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 everyone who works or visits our practice.

The following are examples of unacceptable behaviour :

- 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
- Willful damage to practice property
- Theft
- Threats or threatening behaviour

This list is not exhaustive. Any patient expressing any of the above or other behaviour deemed unacceptable will not be offered any further appointments at this practice.

Sources

This following sources have been consulted in the production of this policy :

Denplan Quality Manual