

Zero Tolerance Policy - Abusive or Aggressive Behaviour

Our staff are here to help and will always treat you with courtesy and respect. We request that all those interacting with our team members, treat them with the same courtesy and respect.

The Ortho Practice have a Zero Tolerance Policy to ensure all staff are treated with dignity and respect. Zero tolerance of occupational aggression and violence, is vital in providing a safe and healthy working environment. Employees of The Ortho Practice have the right to be treated with respect, aggressive and violent behaviour toward any member of staff is unacceptable and will not be tolerated.

Anyone verbally abusing members of staff will be required to leave the Practice and the process of transferring their care will be transferred to an alternative provider of their choosing. In extreme cases, including refusal to leave the Practice, the police being called.

In order for the practice to maintain good relations with their patients, the practice asks all patients to read and take note of the types of behaviour that would be found as unacceptable:

- Threats or other intimidating behaviours that causes a person to believe they are in danger of being physically attacked. It may involve an actual or implied threat to safety, health or wellbeing.
- Persistent or unrealistic demands that cause stress to staff
- Verbal, physical or psychological abuse.
- Physical attack
- Aggravated assault
- Sexual harassment and sexual assault.

The Ortho Practice reserves the right to request that aggressive or abusive persons leave our office. Refusal to leave upon request, will result in the police being called.