



# Zero Tolerance Policy

All our staff and practitioners are trained and dedicated to assist you and you will be treated with courtesy and respect at all times. In return, we ask that you and anyone that you bring with you to the Practice treat our administrative and clinical staff with the same courtesy and respect.

We have a **ZERO TOLERANCE** approach to any verbal, aggressive and violent abuse and behaviour towards our staff or other patients.

If a patient or anyone a patient brings with them to the Practice, is abusive, aggressive, or violent towards our staff and/or other patients (*in person or over the phone*), this includes shouting, swearing, aggressive actions, threats, inappropriate gestures, and name calling. The abuser will be required to leave Nurture and asked to transfer their care to another practice.

Our administration/reception staff are here to help you and they follow Nurture's Policies and Procedures when it comes to making appointments and attending to patient requests. If there is an issue you would like to address, please ask to speak with the practice manager.

We believe in making Nurture a safe environment for everyone.

*Thank you for your understanding and cooperation in this matter, Nurture Management.*