We have zero-tolerance for any form of

Aggressive behaviour

Our staff treat you with respect and we expect the same in return

Aggressive behaviour (in-person or on the telephone) is:

Verbal harassment

Any verbal or physical confrontation

Raising your voice or making unreasonable demands

Abusive or intimidating behaviour

Sexual or suggestive language or behaviour

Making threats to our staff

Swearing

If any of our staff feel intimidated in any way, we will always support them.

Incidents will result in your immediate removal from the facility, termination of your relationship with the practice, and may result in prosecution.

In all circumstances we will support any staff member who wishes to press charges against a perpetrator of aggressive behaviour.

We take this stance because our staff work extremely hard in busy circumstances to help you and we will no longer tolerate any form of aggression or abuse.