

ZERO TOLERANCE POLICY (updated 18th May 2023)

At Royal Street Dermatology we treat our patients with courtesy and respect and ask the same in return. We ask that you treat your Dermatologist and all other Practice Staff courteously, without aggression, violence, abuse or harassment.

Dermatologists and their staff have the right to care for others without fear of being attacked or abused. **Any rude or unpleasant behaviour, verbal or physical, which causes staff to feel uncomfortable, embarrassed or threatened, is totally unacceptable.**

The Zero Tolerance policy includes aggression or threats made **in person**, over the **telephone** or in **written** communication. The Practice considers threatening behaviour to be:

- Attempted or actual, aggressive threatening physical actions made towards any member of staff.
- The use of aggressive, threatening or abusive language, (including raising of the voice, swearing and cursing, shouting) which threatens or intimidates staff.

This policy applies throughout this premises, including the car park and grounds. It also applies to any employee or partner away from the practice, but only in so far as it relates to the business of the practice.

Any instance or threat of physical abuse will be reported to the police. The offender will be removed from the premises by the police. The patient will then be removed from the practice list and returned to the care of their referring GP.

Instances of abusive/threatening behaviour will be reported to the Practice Manager and recorded into an incident log book.

A formal warning letter will be sent. The patient may contact the Practice Manager to discuss this formal warning further if they wish to do so.

When the Incident Log Book shows a second recorded offence, the patient will be sent a discharge letter informing them of their breach of the Zero Tolerance Policy and they will be removed from the Practice list and returned to the care of their referring GP.