

# Zero Tolerance Policy

As an employer, William Place Dental Aesthetics has a duty of care for the health, safety and wellbeing of its staff. The practice also has a legal responsibility to provide a safe and secure working environment for staff. Staff mental health is as important as their physical health. Staff should not be left upset and distressed following an interaction with a guest.

Each member of our dental team has a right to care for others without fear of being attacked or abused. To successfully provide care, there must be a mutual respect between staff and guests.

At William Place Dental Aesthetics, we are sensitive to all guests' individual needs and circumstances. We understand that guests may be in pain or anxious and we take this into consideration when handling a misunderstanding or complaint.

It is important to stress that aggressive behaviour, be it violent or abusive, will not be tolerated and may result in you being barred from the practice and in extreme cases, the police being contacted.

## **Examples of unacceptable standards of behaviour:**

- Any physical violence towards any member of the team or other guests, such as pushing or shoving
- Excessive noise (eg. recurrent loud or intrusive conversation or shouting)
- Threatening or abusive language involving swearing or offensive remarks
- Aggressive, forceful tone and/or language that upsets staff
- Malicious allegations relating to members of staff, other patients or visitors
- Abusing alcohol or drugs on practice premises
- Repeated derogatory comments about the practice or individuals either verbally, in writing/digitally or on social media platforms
- Threats or threatening behaviour
- Offensive gestures or behaviours
- Any physical violence towards any member of the team or other guests, such as pushing or shoving
- Racial abuse and sexual harassment
- Persistent or unrealistic demands that cause stress to staff
- Causing damage/stealing from the practice's premises, staff or guests

## **Abusive telephone calls**

If any member of our team receives an abusive telephone call, they will advise the caller that they have the right to terminate the call if they do not modify their behaviour. Should the caller continue to be abusive, the team member has the authority to terminate the call.

We reserve the right to withdraw access to treatment and further appointments in any event a member of our team is subjected to abusive, violent, harassment or bullying behaviour in whatever form it takes.

### **Removal from the practice**

We reserve the right to bar guests from our practice if they have behaved in an unacceptable manner towards our staff.

When trust has broken down, it is in the guest's interest, just as much as that of the practice, that they should find a new practice.

### **Removing other members of the household**

In rare cases, it may be necessary to remove other members of the family or the entire household from the practice list. The prospect of seeing a guest whose relative is no longer our guest because of their unacceptable behaviour, or being regularly confronted by the removed guest, may make it too difficult for the practice to continue to look after the whole family. This is particularly likely where the guest has been removed because of violence or threatening behaviour, and keeping the other family members on the practice list could put staff at risk.