

The Arundel Surgery

Zero Tolerance Policy

The practice is committed to producing a high quality of care to our patients. The relationship between the patients and those working in the surgery is an important issue and is a two-way process.

Therefore, in order to protect both the staff and other patients, we respectfully point out that the following inappropriate behaviour will not be tolerated: -

- Swearing
- Threatening or abusive behaviour
- Drunkenness
- Verbal/physical abuse

Such behaviour has a marked effect on staff and other patients, and therefore, where such behaviour is observed, we reserve the right to withdraw from treating the patient and ensuring removal of those involved from the premises. We operate a zero tolerance policy for threatening or violent behaviour towards our staff.