



ZERO TOLERANCE POLICY

The Dental Centre Oakdale is committed to providing a safe, respectful and welcoming environment for patients, visitors and staff. We operate a zero tolerance policy towards any behaviour that threatens the safety, wellbeing or dignity of our team or other patients.

We expect everyone attending the practice to treat staff and other patients with courtesy and respect at all times.

Unacceptable behaviour includes but is not limited to:

- Verbal abuse, shouting, swearing or offensive language.
- Threatening, intimidating or aggressive behaviour.
- Physical violence or attempted assault.
- Harassment, discrimination or bullying.
- Damage to practice property.
- Being under the influence of alcohol or illegal drugs to the extent that it affects behaviour.
- Recording staff or patients without consent.
- Repeated abusive emails, telephone calls or social media messages.

If unacceptable behaviour occurs, the practice may:

- Ask the individual to leave immediately.
- Cancel or rearrange appointments where safe to do so.
- Refuse future treatment except where legal obligations apply.
- Remove the patient from the practice list.
- Contact the police where a criminal offence has been committed or where staff or patients feel threatened.

We recognise that illness or distress can affect behaviour and will take genuine mitigating circumstances into account. However, abusive, violent or threatening behaviour will not be tolerated.

Any incidents will be documented and investigated by the Practice Owner or Practice Manager. Appropriate action will be taken based on the seriousness of the incident.

Thank you for helping us maintain a safe and respectful environment for everyone.