

Wibsey Osteopathic Clinic

Zero Tolerance Policy

Wibsey Osteopathic Clinic operates a zero-tolerance policy towards abusive and aggressive behaviours. This includes bad language, threatening and abusive comments, personal comments, physical contact and aggressive gestures. This means that **NO** abuse of clinic staff is acceptable. Whether physical or verbal, any patient behaving in this manner will be asked to leave the clinic with immediate effect. If required, the police may be called.

The clinic takes it very seriously if a member of staff is treated in a violent or abusive way.

The clinic staff have a right to care for others without the fear of being abused or attacked.

All clinic staff aim to be polite, helpful and sensitive to all patients' individual needs and circumstances.

Staff understand that ill and patients in pain may not always act reasonably and would take this into account when dealing with a misunderstanding or complaint.

However, be it violent or abusive, aggressive behaviour will not be tolerated and may result in you being discharged from our clinic. In extreme cases, the Police may be contacted.

The clinic staff strive to practice and maintain good relationships with patients.

The following list, though not exhaustive, is the types of behaviour that would be found to be unacceptable at the clinic:

- Using bad language or swearing at staff.
- Any physical violence towards any member of the clinic staff, or any other patients, such as pushing and shoving.
- Verbal abuse towards staff and being verbally insulting.
- Racial abuse or sexual harassment will not be tolerated in this clinic.
- Causing damage or stealing from the premises, staff or other patients.

We kindly ask that you treat your Osteopath and clinic staff courteously at all times.