

# Sundon Dental Practice

Tel: 01582 571074  
E-mail [sundonreception@hotmail.co.uk](mailto:sundonreception@hotmail.co.uk)

115 Sundon Park Road  
Luton, Beds  
LU3 3AD

## ZERO TOLERANCE POLICY

Dear Patient,

This is a **ZERO TOLERANCE** practice and follows the NHS guidelines on this policy.

1. We will endeavour to assist you with any queries you have or refer you to a department who can assist you further if necessary.

2. We will not tolerate unacceptable behaviour from patients, or any persons attending with the patient.

3. Unacceptable behaviour includes:-

- Abusive behaviour towards any of our staff.
- Threats or threatening behaviour of any kind.
- Violence
- Shouting at staff.
- Any form of aggressive behaviour
- Any of the above behaviour, in the presence of other patients, or towards other patients present.
- Theft
- Excessive noise, e.g. recurrent loud or intrusive conversation or shouting
- Threatening or abusive language involving swearing or offensive remarks
- Derogatory racial or sexual remarks
- Malicious allegations relating to members of staff, other patients or visitors
- Taking alcohol or drugs on practice premises
- Drug dealing on practice premises
- Wilful damage to practice property

4. If anyone behaves in an unacceptable manner they will be asked to leave the premises forthwith.

5. If anyone refuses to leave the premises on our request, due to their unacceptable behaviour as outlined in this policy, we will have no alternative but to call the police for assistance.

If you require a copy of our complaints procedure, please ask at reception.