*Zero Tolerance*

*31/03/24*

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| Date Written | *31/03/24* |  | Finch Lodge |
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**Zero Tolerance Policy for Anele Health and Beauty**

As an employer, Anele Health and Beauty upholds a duty of care for the health, safety, and wellbeing of its staff. The practice is committed to providing a safe and secure working environment in accordance with legal responsibilities. Recognizing the importance of staff mental health alongside physical health, all clients and staff are expected to conduct themselves in an acceptable and respectful manner.

The clinic adheres to NHS guidance concerning Zero Tolerance. Any incident involving the abuse, threat, or assault of an employee in circumstances related to their work is deemed unacceptable and will not be tolerated. This includes the use of verbal abuse, aggressive language or tone, and swearing. Staff should not be left upset or distressed following interactions with clients.

Instances of physical abuse or threatening behaviour toward any doctor or staff member, by a patient or their relatives, will be promptly reported to the police as an assault. Clients are expected to refrain from attending the clinic under the influence of alcohol or illegal drugs, and any alteration of prescriptions is strictly prohibited.

The clinic reserves the right to terminate the professional relationship with a patient in rare circumstances where trust has broken down. This may include violent behaviour, theft, or persistently unreasonable conduct.

Unacceptable behaviour from clients includes but is not limited to:

* Demanding to speak exclusively to a specific team member
* Refusing appointments with appropriate clinicians
* Using unofficial communication channels such as social media or personal email
* Making persistent or unrealistic service demands
* Disruptive conduct that deprives urgent care services to those in genuine need

The practice provides a finite number of appointments, and clients may be directed to a qualified clinician based on availability. While a named is offered, requests to see a specific Therapists may not always be accommodated due to high demand or unforeseen circumstances.

Clients have the right to register with another practice if they are seriously unhappy with the service. Conversely, the practice reserves the right to remove clients from its list if they breach this policy. Examples of unacceptable standards of behavior include violence, excessive noise, threatening language, theft, and drug dealing on practice premises.

Incidents deemed serious enough may result in immediate removal from the patient list, while less severe incidents may warrant a first and final warning. Removal from the patient list will occur immediately if police assistance is required or if a report to the police is made.

The practice's Zero Tolerance Policy aims to foster a mutually respectful environment for both clients and staff. Clients are encouraged to utilize the complaints procedure or register with another practice if they are dissatisfied, rather than engaging in unacceptable behaviour.

We trust that this policy promotes clarity and supports a respectful atmosphere within our practice.

**Authorisation and Signature**

This Policy is the authorised version agreed by the Directors of Anele Health & Beauty Clinic*.* All employees are expected to follow this policy and failure to do so could result in disciplinary action.

SIGNATURE

Elena Caraman March 2024

**Director**

March 2024