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# Zero Tolerance

The practice takes it very seriously if one of our staff or dentists is treated in an abusive, rude or violent way.  
  
The Practice supports the government's 'Zero Tolerance' campaign for Health Service Staff. To successfully provide these services a mutual respect between all the staff and patients has to be in place. All our staff aim to be polite, helpful, and sensitive to all patients’ individual needs and circumstances, in order for the practice to maintain good relations with their patients. However violent, abusive or rude behaviour, will not be tolerated and may result in you being removed from the Practice list.

A good patient-dentist relationship, based on mutual respect and trust, is the cornerstone of good patient care. When trust has irretrievably broken down, it is in the patient’s interest, just as much as that of the practice, that they should find a new practice.

Roby Road Dental Practice.