



## Zero Tolerance Policy

GreenHills Health Hub has implemented a Zero Tolerance Policy to ensure all staff are treated with dignity and respect. This means that aggressive or violent behaviour towards our staff will not be tolerated under any circumstances.

Anyone verbally abusing members of staff or tenants, either in person or over the telephone, will be advised by the Practice Manager, in written and/or verbal form, that this behaviour will not be tolerated. Incidents of this nature may result in immediate termination of the relationship between GreenHills Health Hub (and all tenants) and the offender. Where a warning is issued, any future violation of this policy will result in immediate termination of the relationship between GreenHills Health Hub (and all tenants) and the offender.

Anyone physically abusing or threatening to physically abuse any members of staff or tenants will be immediately terminated as a patient at the practice and the police will be called.

Any instances of written abuse will be handled with the same level of severity. All abusive correspondence received by our practice will be retained for reference should the matter persist and need to be referred to the police.

|                           |                 |                              |     |
|---------------------------|-----------------|------------------------------|-----|
| <b>Current as of:</b>     | 4/08/2026       | <b>Version:</b>              | 1.0 |
| <b>Amendments</b>         |                 |                              |     |
| <b>Date of amendment:</b> | <b>Version:</b> | <b>Details of amendment:</b> |     |
| 20/04/2026                | 1.0             | Original Policy              |     |