

ZERO TOLERANCE POLICY

The Dental Practice

Dr Andrew G Bennison's Dental Practice
401-405 Halliwell Road
Bolton
BL1 8DE

Dr AG Bennison | Dr J Cooper | Dr K Shanbhag | Dr S Mirza | Dr B Tol | Dr R Tippett

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:-
 - a. Abusive behaviour towards any of our staff.
 - b. Threatening behaviour of any kind.
 - c. Shouting at staff.
 - d. Any form of aggressive behaviour
 - e. Any of the above behaviour, in the presence of other patients, or towards other patients present.
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.