

Werribee Medical Centre - Zero Tolerance Policy

Date of policy update: 12 June 2022

Werribee Medical Centre has ZERO TOLERANCE for abusive and/or threatening behaviour.

We have a ZERO TOLERANCE approach to any verbal, aggressive and violent abuse and behaviour towards our staff or other patients.

This includes

- shouting
- swearing
- aggressive actions
- threats
- inappropriate gestures
- name calling

We respectfully advise you that abuse and/or violence will not be tolerated. All our staff are here to try their best to provide you with help and support. You will be treated with courtesy and respect at all times. In return, we ask that you and anyone that you bring with you to the Centre, treat our administrative and clinical staff with the same courtesy and respect.

If a patient or anyone a patient brings with them to the Centre, is abusive, aggressive, or violent towards our staff and/or other patients they will be required to leave the clinic and may result in their care being transferred to another practice. Refusal to leave will result in the police being called.