



ARDENT SMILE ORPINGTON

DENTAL CLINIC

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Zero Tolerance on Violence and Aggression Policy for Patients

Any aggression or abuse directed towards our staff will not be tolerated. Aggressive or abusive behaviour includes language (whether verbal or written) that may cause staff to feel afraid, threatened or abused and may include threats, personal verbal abuse, derogatory remarks, and rudeness.

We also consider inflammatory statements, remarks of a racial or discriminatory nature and unsubstantiated allegations to be abusive behaviour.

We reserve the right to refuse treatment or remove the patient's file from practice if a patient displays aggressive or abusive behaviour towards our staff.