

ZERO-TOLERANCE POLICY

Abuse, Aggression and Threatening Behaviour

Balbriggan Family Practice is committed to providing a safe and respectful environment for our patients, visitors and staff.

We operate a **zero-tolerance policy** towards abusive, aggressive, threatening or violent behaviour directed at any member of our team, including our doctors, nurses and administrative staff.

This policy applies to **all interactions with the practice**, including:

- Face-to-face interactions on practice premises
- Telephone conversations
- Emails and other written correspondence
- Online and electronic communications

Unacceptable Behaviour

Balbriggan Family Practice considers unacceptable behaviour to include:

- Verbal abuse, shouting or intimidation
- Threatening or aggressive behaviour
- Personal, insulting or disparaging remarks
- Offensive or foul language directed at staff
- Harassment or persistent abusive communication
- Threats of violence or physical aggression
- Any physical violence or deliberate damage to property

Patients and visitors who behave in an abusive, threatening or aggressive manner will be **asked to leave the premises immediately**.

Where the behaviour is sufficiently serious, the Practice will also take steps to **remove a patient from the Practice list in accordance with the applicable procedures and regulations**.

Serious incidents, threats or acts of violence will be reported to **An Garda Síochána**.

Abusive or aggressive behaviour is distressing to our staff and can also cause significant disruption and upset to other patients attending the Practice, including children, older people and those who may be unwell or vulnerable.

Our staff are entitled to carry out their duties in a safe environment and to be treated with **dignity, courtesy and respect**.

If You Have a Concern

We recognise that patients may sometimes be dissatisfied or concerned about an aspect of their care or our service. Raising a concern or making a complaint will **never, in itself, be regarded as abusive behaviour**.

If you are unhappy with any aspect of the service you have received, please speak to a member of staff and ask to have your concern referred to the **Practice Manager**.

We will always endeavour to address genuine concerns professionally and appropriately.

We ask everyone attending or contacting Balbriggan Family Practice to treat our staff and other patients with the same courtesy and respect that they are entitled to expect themselves.

Thank you for your cooperation.

Balbriggan Family Practice