

## **Hook Surgery**

### **Policy statement regarding racism, violence or aggression**

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This practice has adopted a 'zero tolerance' policy regarding racism, violence and aggression in the surgery.

The Partners are committed to ensuring that the workplace is a safe and pleasant environment for staff and patients alike.

All staff must co-operate in maintaining the safety of every other member of staff.

All patients are expected to behave in a reasonable manner.

Violent or racist behaviour is unacceptable and action will be taken against any visitor to the surgery who acts according to the definition below.

#### **Definitions**

The definition of violence used by the practice is: 'Any incident in which an employee is abused, threatened or assaulted by a member of the public in circumstances arising out of the course of his or her employment'. This includes rude or aggressive behaviour as well as physical threat.

Racism includes any expression of negative remarks regarding a member of staff or a visitor to the surgery that is based on their race or colour.

#### **Complaints**

If a patient is upset about any aspect of the surgery administration they may make an appointment with the Practice Manager as Complaints Officer.

Policy reviewed: Jan 10