

Zero Tolerance Policy

We value our staff and feel that it is important that clients behave in an acceptable manner towards them.

Coastal Veterinary Care operates a zero-tolerance policy with regard to violence, abuse and demanding behavior.

This practice will not tolerate unacceptable behavior e.g., clients swearing at staff, shouting or being aggressive, bullying or racist and being demanding. Clients will be given a warning should any staff experience such incidents.

The practice has the right to remove violent clients with immediate effect in order to safeguard practice staff, clients and animals.

Violence in this context includes actual or threatened physical violence or verbal abuse which leads to fear for a person's safety.

In this situation, we will notify the client in writing of their removal from the practice and record it in the clients animal records stating the fact of the removal and the circumstances leading to it.