

NORTH WEST EQUINE VETS ZERO-TOLERANCE POLICY

Our staff are dedicated to providing the highest quality veterinary care for your horse, pony or donkey. We aim to treat our clients in a professional and courteous manner at all times and expect our clients to treat our staff in a similarly respectful way.

We believe that a good relationship between a client and their Veterinary Practice is one that is founded on the basis of mutual trust, confidence and respect. We take the health, wellbeing and safety of our staff very seriously and, as such, we take a zero-tolerance approach to any rude, abusive, threatening or violent behaviour against any of our staff.

Examples of behaviour which we deem unacceptable and may result in the termination of veterinary services by us include, but are not limited to:

- Using rude, abusive or threatening language towards our staff, whether in person or over the phone
- Any threatened, attempted or actual physical violence towards staff
- Any attempted or actual damage to property or equipment belonging to the Practice or its staff.
- Verbal abuse of staff in any form whether in person or over the phone
- Making racial, sexual or any other kind of discriminatory remarks, implications or gestures.
- Making persistent or unrealistic demands that cause stress or intimidation to our staff.
- Making malicious allegations about our staff, whether in person or online eg. social media
- Theft and other criminal activity, including insurance fraud and obtaining veterinary medications or veterinary services dishonestly.
- Non-compliance with our Practice's health and safety requirements

We reserve the right to decline to supply veterinary services, to ask you to leave our premises and/or to terminate our contract with you if you or any person accompanying or connected with you engages in unacceptable behaviour, whether in our practice or when speaking to our staff via telephone, email or through our website or social media.

We hope that you will understand and welcome this *Zero Tolerance Policy*, which is in place for the best interests of our hard-working staff as well as the clients and animals we care for. This policy applies throughout our Practice, including any car park and grounds. It also applies to any member of staff away from the Practice but only in so far as it relates to the provision of veterinary services.

MAIN OFFICE
Rathmell
North Yorkshire
BD24 0LA
080 8168 5580

Martholme Lane
Great Harwood
Blackburn
Lancashire BB6 7UJ
01254 888600

Crabtree Farm
Lupton
Carnforth
Cumbria LA6 1PJ
080 8168 5580

office@nwev.co.uk
northwestequinevets.co.uk



DIRECTORS
Dr Jane King BVetMed MRCVS
Dr Catherine Speakman BVetMed MRCVS EDT
Dr Paul Smith BVM&S CertEP MRCVS
Dr Richard Knight BVetMed CertAVP MRCVS