



Lake County Veterinary Clinics, PLLC Position Statement: Zero Tolerance for Bullying, Incivility, and Verbal Abuse

Zero Tolerance Policy

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

Lake County Veterinary Clinics, PLLC 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 client's animal records stating the fact of the removal and the circumstances leading to it.

What we expect....

OUR PRACTICE STAFF ARE HERE TO HELP YOU.

OUR AIM IS TO BE AS POLITE AND HELPFUL AS POSSIBLE TO ALL CLIENTS.

IF YOU CONSIDER THAT YOU HAVE BEEN TREATED UNFAIRLY OR INAPPROPRIATELY, PLEASE REFER TO OUR CLIENT RELATIONS POLICY AND SUBMIT AN EMAIL TO OUR PRACTICE MANAGER FOR REVIEW.

HOWEVER, INAPPROPRIATE OR AGGRESSIVE BEHAVIOUR WILL NOT BE TOLERATED UNDER ANY CIRCUMSTANCES AND CLIENTS WHO ARE ABUSIVE MAY BE REMOVED FROM THE PRACTICE.