

BEHAVIOUR POLICY – CUSTOMER INFORMATION

In order for our team to provide a veterinary service to pets and their owners, we believe that our relationship with our customers' needs to be founded on mutual respect and trust.

We have a Zero Tolerance approach for behaviour, this being in place to protect both our customers and our team, in order to allow us to provide high quality veterinary care to the pets we treat. Rude, verbally threatening or abusive language, or physically threatening behaviour towards anyone on our premises – including the car park – will not be tolerated.

The practice team has a right to care for patients without fear of being attacked or abused by their owners. Our staff aim to be polite, helpful, and sensitive to both pets' and their owners' individual needs and they endeavour to behave professionally in all circumstances. We respectfully remind customers that whilst you may be visiting at an emotional and stressful time for you and your pet, very often staff are confronted with a multitude of varying and sometimes difficult tasks and situations simultaneously. We offer a wide range of services, including surgical, dental and medical procedures, often involving general anaesthesia, and we are available for "A&E" services throughout our opening times, as well as offering more routine vaccination and healthcare appointments. Our team is trained to prioritise life-threatening and urgent injuries and illness, which by their nature are unpredictable. This may occasionally mean that pets with less serious concerns will not be seen on time, and should your appointment be delayed, we ask for your patience and understanding.

In order for the practice to maintain good relations with our customers we would like to ask all pet owners to read and take note of the types of behaviour that we find unacceptable:

- Using bad language or swearing at practice staff
- Any physical violence towards any member of staff or other clients, such as pushing or shoving
- Verbal abuse towards staff or other clients
- Racial abuse and sexual harassment, or any other kind of discriminatory remark, implication or gesture
- Persistent or unrealistic demands; requests will be met wherever possible within a reasonable time frame and explanations given when they cannot
- Causing damage to/stealing from the practice premises, staff or clients

We reserve the right to decline to supply non-emergency veterinary services, and to ask any customer to leave our premises if they or any person accompanying them engages in unacceptable behaviour, whether within the practice building, in the car park, or when speaking to our staff via telephone, email or through our website or social media.

If any customer experiences or witnesses inappropriate behaviour or any form of harassment, we ask them to please report it to management by emailing admin@broadlanevets.co.uk so that it can be addressed.