**Working Together for You and Your Pet**

Hospital for Small Animals is committed to providing a safe and secure environment for staff, clients and their pets.

Our staff care deeply about the work they do and your pets, and work hard to provide a high-quality service to our clients and patients. We aim to treat our clients courteously at all times, and we expect to be similarly treated.

We understand that dealing with a sick pet is stressful, and empathise with owners and caregivers faced with upsetting or difficult situations. However, we must work together with mutual respect and kindness to achieve the best possible outcomes. We cannot tolerate inappropriate behaviour, whether in person, in writing or over the phone.

The following is a non-exhaustive list of unacceptable behaviours, should these behaviours occur, they may result in a written warning. If the behaviour persists despite a warning, it may result in the termination of all veterinary services by us:

* Using violent, threatening or abusive language including swearing or offensive remarks
* 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
* Persistent or unrealistic demands that cause stress or intimidation to our staff. We endeavour to respond to requests if possible and provide explanations when demands cannot be met
* Making malicious allegations about our staff or other clients, whether in person or online
* Threats of violence
* Actual violence or assault

We hope that you will understand and welcome this Zero Tolerance Policy, and we thank all the wonderful clients who trust us with the care of their pets.