

Court Street Animal Hospital Zero Tolerance Policy

Court Street Animal Hospital does not take lightly if any member of the team is treated in an abusive or violent way.

All team members have a right to care for client's animals without fear of being attacked or abused, both verbally and physically. To successfully provide our services, a mutual respect between all the team and clients must be maintained. Our team aim to be polite, helpful and sensitive to the individual needs and circumstances of all clients. Court Street Animal Hospital respectfully reminds clients, that team members are often confronted with a multitude of varying, and sometimes difficult tasks and situations at once. The team understands that clients will not always act in a reasonable manner when their animals are ill and we ALWAYS take this into consideration when trying to deal with a misunderstanding or complaint.

Aggressive behavior, be it violent or abusive, will not be tolerated and may result in you being removed from the practice list and, in extreme cases, the Police being contacted.

In order for Court Street Animal Hospital to maintain good relations with their clients and their animals, we would like to ask all clients to read and take note of the types of behavior that would be found unacceptable:

- The use of bad language or swearing at practice team members
- Any physical violence towards any member of the Court Street team or other clients, such as pushing or shoving.
- Verbal abuse towards the team in any form including verbally insulting the team.
- Racial abuse and sexual harassment will not be tolerated within this practice.
- Persistent or unrealistic demands that cause stress on team members will not be accepted. Requests will be met wherever possible, and explanations given when they cannot.
- Causing damage/stealing from the Practice's premises, team, or clients
- Obtaining drugs and/or medical services fraudulently

We ask you to please treat our doctors and support staff with respect and courtesy at all times.

Removal from the practice list

A good client-vet relationship, based on mutual respect and trust, is the cornerstone of good client care. The removal of clients from our list is an exceptional and rare event and is a last resort in an impaired client-practice relationship. When trust has irretrievably broken down, it is in the client's interest, just as much as that of the practice, that they should find a new veterinary practice. There are no grounds for appeal and the decision of the practice is final.