

Acceptable Behaviour Policy

Purpose

While incidents of unacceptable behaviour are uncommon, **Karrinyup Dental Centre** believes it is important to provide a clear outline of our Acceptable Behaviour Policy for both staff and patients. As a condition of receiving treatment at our clinic, patients are expected to comply with this policy.

Policy

We are committed to maintaining a safe, respectful, and welcoming environment for everyone within our clinic. We expect all interactions between patients and staff to be conducted in a courteous and respectful manner. Just as patients have the right to receive respectful care, our staff have the right to work in an environment where they feel safe, valued, and treated with dignity at all times. Inappropriate, abusive, aggressive, or threatening behaviour towards staff, patients, or visitors will not be tolerated.

Should issues arise, please remain calm, our staff will always work with patients towards a resolution. Any inappropriate behaviour towards our staff or other patients is unacceptable.

Unacceptable behaviours at our clinic includes, but are not limited to:

- Aggressive or hostile behaviour
- Discrimination
- Disruptive behaviour
- Intimidating, abusive, or bullying behaviour
- Physical violence
- Pointing fingers
- Racism
- Sexual harassment
- Shouting or raised voices
- Spitting
- Swearing
- Threats or displays of violent tempers
- Unreasonable demands or undue persistence
- Any mention of using an object or displaying an object with intent, that can be used as a weapon

Patients will be warned if their behaviour is inappropriate and asked to cease the behaviour immediately. Failure to comply may result in refusal of further treatment and removal from our clinic database. Patients may also receive written notification advising that they are no longer welcome at our clinic and should seek treatment from another dental provider. Upon receipt of a formal request, we will transfer patient records to the patient's nominated dental provider.

In the instance, your desired appointment time with your preferred clinician is not available. Our team will endeavour assist you and provide with you with appointments options, these may include offering you an alternative appointment with another one of our qualified clinicians.

Please always remember to be courteous.

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Please note: Hard copies of this document are uncontrolled. Please refer to the intranet for the latest version.