Respectful behaviour and safety

Approved policy | Web edition updated 22 November 2026

Everyone at Blue Dental Care should be able to receive care or work in a safe environment. We ask patients, visitors and team members to treat one another with courtesy and respect, in person and in all communications.

Behaviour that puts people at risk

Physical violence, threats, intimidation, harassment and discriminatory or abusive behaviour are unacceptable. This includes abusive telephone calls, emails, messages or behaviour towards staff, patients or visitors.

Raising a concern, disagreeing with a decision or making a complaint is not, by itself, unacceptable behaviour. We want you to tell us when something is wrong.

How we respond

Where it is safe to do so, we will explain the concern, ask for the behaviour to stop and try to resolve the situation calmly. We may pause an appointment or conversation, ask someone to leave, or seek emergency assistance if there is an immediate threat.

We consider the circumstances, including pain, distress, disability, communication difficulties and any reasonable adjustments. Our response will be proportionate and will take account of clinical urgency and safeguarding.

Serious or repeated behaviour may lead to a review of future care arrangements. The practice will consider relevant NHS contractual and professional responsibilities, explain its decision and address continuity of care where required.

Prabakar, Manager, is the responsible manager and makes decisions about warnings, restrictions on attendance and future care. Team members report incidents to him for review. He considers the circumstances, any explanation and relevant care obligations, and explains the decision to the patient.

Reporting a concern

Tell a team member if you feel unsafe or experience unacceptable behaviour. You can contact the practice on 020 7274 3085 or mail@bluedentalcare.co.uk.

For a complaint about our response, email complaints@bluedentalcare.co.uk or use another route in our patient complaints procedure.

Approved by Prabakar, Manager. Effective 28 September 2026. Next review 28 September 2027. Manager title updated for this web edition on 22 November 2026.