***Insert Company Letter Head***

(Date)

Dear (Patient Name)

**Warning letter – Unacceptable Behaviour**

I am (Name), and I am the (Job Title) for (Company Name). One of my roles is to protect staff and patients from abusive, aggressive, or violent behavior or any behaviour deemed inappropriate or unsafe.

(Company Name) is firmly of the view that all those who work in, provide services for or visit, have a right to do so without fear of violence or abuse.

Today, (Date), I have witnessed you in (eg the reception area) acting in (eg an aggressive manner). Behaviour such as this is unacceptable and will not be tolerated.

Should there be a repeat of this type of behaviour, or any other behaviours deemed inappropriate including but not limited to: abuse – physical or verbal, aggression, intoxication; we will need to limit your access to our facilities. This means you will only be allowed on premise when attending a booked appointment or in the case of a medical emergency.

If you attend at any other time without good cause, you may be asked to leave the premises immediately. If you refuse to leave, the Police may be called to remove you.

If there are any unauthorised attendances or any further incidents of unacceptable behaviour; consideration will be given to taking further action against you such as completely excluding you from the practice.

Noho ora mai

(Name)

(Job Title)