vetPartners

Respect and kindness at our practice

We want everyone to feel welcome and comfortable at our practice. We know that a visit can be worrying, especially when an animal is unwell. You can expect our team to listen and treat you with kindness and respect. We ask everyone who visits or contacts us to show the same care towards our team and others.

Treating everyone with respect

We're committed to a practice where everyone can work and receive care free from harassment, including sexual harassment. This includes unwanted sexual comments, jokes, messages or touching. The same expectations apply in person, on the phone and online. We take steps to prevent harassment, including sexual harassment, and to support our team if it happens.

If something concerns you

If you experience or witness behaviour that makes you uncomfortable, please speak to a member of our team or contact the practice and ask for the practice manager. You can get in touch after your visit if that feels easier. We'll listen, take your concern seriously and explain what happens next.

How we respond

If someone's behaviour puts others at risk or involves harassment, we may end the conversation or ask them to leave. In some circumstances, we may need to review whether we can continue to provide services. We'll consider the circumstances and the animal's welfare when deciding what to do.