**Example of Letter to Patient Outlining Zero Tolerance and Giving Warning of Removal**

Dear Patient

I have been informed about an incident at *(describe where incident took place, eg. the reception desk)* on *(date)*, in which you *(describe incident)*. In accordance with the Practice Zero Tolerance Policy, such behaviour is not acceptable and you are now therefore formally warned that if there is any repeat of this or similar behaviour at any time in the next 12 months the Practice may decide to remove you from the Practice list of patients and you will need to register with another practice.

If you do not agree with the description of this incident or if you believe there were extenuating circumstances, you have the right to appeal against the issuing of this notice and you should do so by writing to me.

If I do not from you within 14 days I will assume you do not wish to appeal or dispute the details of the incident.

Yours sincerely

Practice Manager