Date:

To

[The Recipients]  
[Hospital Name]

Dear Patient

(Name of your organization) has a “zero-tolerance” policy concerning episodes of aggressive behavior towards our staff.

We regard it as a privilege to provide healthcare services to the population. We have recently experienced unacceptable behavior towards our staff. This is something that we cannot tolerate. We are not meaning frustration or complaints that you may have concerning our services, as everyone has a right to express their views.

Unacceptable behavior includes (state this in bullet points).

You can check out our policy on our website (give address).

A summary of this is (state this here). If any line is crossed, we will act on this accordingly. (Tell what action will be taken).

[Your Name]  
[Designation]  
[Healthcare services name]

Signatures