

# Our Commitment to You and Your Pet

## FEEDBACK, CONCERNS AND COMPLAINTS

**We appreciate your feedback**, it helps us to deliver our commitment to excellence, for you and your pet. If you have any questions or feedback for us please speak to one of the practice team.

**We want to avoid you feeling any unnecessary distress or frustration** – however, most issues can be resolved informally, we would welcome the opportunity to discuss any concerns with you. Please speak to a member of the team as soon as possible. We commit to:

1. Listen
2. Fully investigate
3. Bring the right people together to respond to your questions and concerns
4. Keep you updated, and come back to you when we say we will
5. Learn from discussions to make sure we continually improve the quality of our service.

**If you feel that you need to raise a formal complaint** – here's what we'll need from you:

- Please put your concerns in writing.
- Include a factual summary of events that have led to this point.
- Let us know what your expectation is for resolution.
- Let us know how you would like us to keep you updated.

**And this is the process we'll follow:**

- Your complaint will be passed to our Practice Manager who will provide an acknowledgement within 5 working days (Mon – Fri).
- We will engage all appropriate people and investigate thoroughly. We will aim to respond to you within 14 working days (Mon – Fri) of this acknowledgement. If we can't achieve that, we will be in touch to set an expectation on timescales.
- We will arrange a telephone call or meeting with you to discuss the findings, so we can add context and discuss any subsequent questions. However, if you require a written response please let us know and we will arrange that.

**What happens if you are still not satisfied?**

If you remain unhappy with the outcome, the Veterinary Client Mediation Service (VCMS) offers a free of charge service that may be able to help.

You can find more information at <https://www.vetmediation.co.uk/clients>

VCMS can help you if your concern relates to the service you have received from your veterinary practice, the fees you have been charged or negligence. Negligence is the failure of staff to act in the way expected of similarly qualified professionals in those circumstances, i.e. their performance is short of the expected standards.

You can learn more about negligence at <https://www.rcvs.org.uk/document-library/a-note-on-negligence/>

If discussions with your veterinary practice have not led to the apology, further treatment or financial conclusion you feel is necessitated by the situation, you can contact VCMS at; Tel: 0345 040 5834, Email: [enquiries@vetmediation.co.uk](mailto:enquiries@vetmediation.co.uk).

**When would the Royal College of Veterinary Surgeons (RCVS) get involved?**

The RCVS can only deal with the most serious concerns that relate to a vet or vet nurse's professional conduct. This includes very poor professional performance which falls far short of the standards set out in the RCVS Code of Professional Conduct. These serious shortfalls can affect a vet / vet nurse's ability to practise.

If you think your concern is for the RCVS you can contact them on 020 7202 0789 or fill in their short enquiry form at <https://animalowners.rcvs.org.uk/concerns/>.