

# Complaints Procedure for Clients

## 1. How to Raise a Complaint

We encourage clients to let us know as soon as possible if something hasn't met expectations.

You can:

- Speak directly to a member of management at the practice.
- Call us on 01472 695979
- Email us at [info@woldsvets.com](mailto:info@woldsvets.com)

## 2. Acknowledgement

- We will acknowledge your complaint within **2 working days**
- This may be in person, by phone, or in writing

## 3. Investigation

- Your complaint will be reviewed by the **Practice Owner or Practice Managers**
- We may:
  - Speak with the team involved
  - Review clinical records
  - Contact you for further information if needed

## 4. Response

- We aim to provide a full response within **10 working days**
- If more time is needed, we will keep you informed of progress
- Our response will:
  - Address the concerns raised
  - Explain what happened
  - Offer an apology where appropriate
  - Outline any steps taken to prevent recurrence

## 5. If You Are Not Satisfied

If you feel your complaint has not been resolved, you may escalate it to:

- The **Royal College of Veterinary Surgeons (RCVS)** for professional conduct concerns
- Alternative dispute resolution services (if applicable)

We can provide contact details on request.

## 6. Confidentiality

All complaints are handled confidentially and in line with data protection requirements.

## 7. Continuous Improvement

We take all feedback seriously and use it to improve our services and client care.