

Baildon Veterinary Centre - Complaints Policy (February 2017)

We want you to be happy with the service and care that we provide at Baildon Veterinary Centre. However, we understand that occasionally things may happen that you feel are unsatisfactory.

Most problems can be easily sorted, often at the time they arise and with the person concerned. Alternatively, concerns and problems can be discussed with the vet in charge or practice manager. Please ask a member of the team who will direct you to these staff members.

If this hasn't resolved the problem and you would like to complain formally then let us know as soon as you can by:

- email to: info@baildonvets.co.uk
- or write to: Practice Manager, Baildon Veterinary Centre, 77-81 Browgate, Baildon, BD17 6BY

It is better to contact us as quickly as possible so please try to write to us within 2 weeks. This gives us the best opportunity to investigate and resolve the issue.

Please include the following information to help us investigate the problem:

- What happened? Tell us about the nature of the problem and the events that took place.
- Where did it happen and when (the date and time)?
- Tell us who was involved-which staff? A brief description of the staff member is fine if you do not know their name.
- It is also very helpful if you can indicate what you are hoping for as an outcome?
- Let us know how you would prefer to be contacted e.g. letter, phone call, email, etc.

What we will do:

- We will acknowledge your complaint within 3 working days, telling you who is dealing with your complaint and when you can expect to receive a reply.
- In most cases we hope to give you a full reply within 2 weeks, but if it is going to take longer we will get in touch to give you a progress update and new timescale.

When we look into your complaint, we will:

- Find out what happened and what went wrong.
- Make sure you receive an apology, where appropriate
- Put solutions in place to resolve the issue and to make sure it does not happen again.

If you feel this does not resolve your complaint:

We are confident that in most cases we will be able to deal with your complaint in the veterinary centre. We appreciate honest feedback and recognise this as a chance to improve our practice. If you are still unhappy then you are within your rights to contact the Royal College of Veterinary Surgeons. Their address is:

Royal College of Veterinary Surgeons
Belgravia House, 62-64 Horseferry Road
Westminster
London SW1P 2AF