

TOWN & COUNTRY VETERINARY CENTRE COMPLAINTS POLICY

(Feb. 2018)

In this practice, we take complaints very seriously indeed and try to ensure that all our clients are pleased with their experience of our service. If a client complains, they will be dealt with courtesy and promptly so that the matter is resolved as quickly as possible. The procedure is based on these objectives.

Our aim is to react to a complaint in the way in which we would want our complaint about a service to be handled.

1. The person responsible for dealing with any complaint about the service which we provide is the Practice Manager, Ann Trevithick.
2. If a client complains on the telephone or at the reception desk, we will listen to their complaint and offer to refer them to Ann Trevithick immediately. If Ann is not available at the time, then the client will be told when they will be able to talk to her and arrangements will be made for this to happen. The member of staff will take brief details of the complaint and pass them on. If we cannot arrange this within a reasonable period or if the client does not wish to wait to discuss this matter, arrangements will be made for one of the partners to deal with it.
3. If the client complains in writing the letter will be passed on immediately to the Practice Manager, Ann Trevithick.
4. If the complaint is about any aspect of clinical care or associated charges it will normally be referred to one of the partners, unless the client does not want this to happen.
5. We will acknowledge the client's complaint in writing and enclose a copy of this policy as soon as possible, normally within three working days. We will seek to investigate the complaint within ten working days of receipt to give an explanation of the circumstances which led to the complaint. If the client does not wish to meet with us, then we will attempt to talk to them on the telephone. If we are unable to investigate the complaint within ten working days we will notify the client, giving reasons for the delay and a likely period within which the investigation will be completed.
6. We will confirm the decision about the complaint in writing immediately after completing our investigation.
7. Proper and comprehensive records are kept of any complaint received.
8. If clients are not satisfied with the result of our procedure, then a complaint may be made to the Royal College of Veterinary Surgeons.