

Expressing Your Views

Pleased to hear your comments

We aim to provide the best veterinary facilities and service for you and your pet. We believe that you should be involved in your pet's care and our veterinary team endeavour to explain things in as much detail as possible during their consultation with you. Should something fall below, or indeed exceed your expectations, we would be pleased to hear about it.

We promise to:

- Listen to any complaint you might make
- Respond promptly
- Be open and thorough in our investigations
- Seek to resolve issues amicably
- Use the experience to improve our services and standards

If you would like to comment on the level of service you have received, please speak to a member of staff. If there is a problem, we will do our best to put things right immediately. However, if the member of staff feels they are unable to deal with your problem, your comments will be referred to the Practice Manager. You may be offered an appointment with the Practice Manager or Principle Veterinary Surgeon who will carry out an investigation with all parties concerned and respond to you within seven working days.

Still unhappy?

Our intention is that matters are resolved to your satisfaction. However, if you are not satisfied, you are able to write to the **Royal College of Veterinary Surgeons (RCVS) at Belgravia House, 62-64 Horseferry Road, London, SN1P 2AP**. The RCVS will consider your complaint and review the way in which it has been handled. We hope this will lead to a satisfactory resolution.

