



Making the most of our service

We want to make the service in the practice for all our clients as good as possible and we are always looking to find ways to improve our service to you.

We would be grateful if you would let us know of any comments or suggestions you may have.

How you can help us:-

- Tell us what is important to you
- Let us know if your details or circumstances have changed
- Tell us if you are unsure of the cost before treatment begins
- Tell us if your pet has particular needs
- Tell us if you have any particular problems or concerns
- Tell us if you have any comments or suggestions
- Please be considerate to other clients and staff.

How we can help you:-

If you have encountered any problems with our services, please let us know. Tell the person in charge of your animal's care – they may be able to resolve your concerns quickly there and then.

Alternatively you could write to Mr P Seymour who is Client Care manager for the practice.

If you have a complaint of any sort we will normally try and resolve this immediately with the Veterinary surgeon, nurse or receptionist involved verbally and informally.

In the case of a complaint you feel needs different consideration a letter to the Client care manager Mr P .Seymour is the first step. Please help us investigate this by telling us what happened where and when and what staff were involved, and what you would like us to do to resolve the situation. It is helpful if any comments are received soon after the event as this makes investigation easier.

Usually we will respond to any complaint within 48hrs of the letter being received by the Client Care Manager.

If you feel you have a complaint that needs to be taken further our professional body is the Royal College of Veterinary Surgeons (Belgravia House, 62-64 Horseferry Road, London SW1P 2AF).