

# Westover Vets Ltd.



## A guide to making a complaint

**We take complaints about our work, staff and levels of service very seriously, but we hope that before you make a formal complaint, you will give us a chance to put things right.**

Most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. Please address your complaint to one of the directors (Small animal or Large animal) responsible for the practice concerned. If you are unsure of their name, the staff at the practice will be able to provide you with this level of detail.

Only once a genuine effort has been made to resolve the matter at practice level will the complaint be considered by the board as a whole.

Regretfully, we are unable to investigate complaints that have been made more than six months after the event.

To help us investigate your complaint, please include the following details:

- What is the nature of your complaint?
- Which practice are you making the complaint about?
- When did the problem occur?
- Who was involved?
- What would you like the outcome to be?

### What will we do?

We will acknowledge your complaint within five working days and we will let you know 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 fifteen working days but if it is going to take longer, we will get in touch with you to let you know what is happening. We will then be in a position to offer you an explanation, and/or the results of our investigation.

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When we look into your complaint, we will:

- Find out what happened and what went wrong
- Make sure you receive an apology (where appropriate)
- Identify what we can do to make sure the problem does not happen again
- What should you do if you are still unhappy?

We hope that if you have a problem, you will use our practice complaints procedure. We believe this will give us the best chance of putting right whatever has gone wrong; it also

gives us an opportunity to improve our practice. This does not affect your right to approach the Royal College of Veterinary Surgeons if you are dissatisfied with the result of our investigation.

**\*If you prefer to send a letter, please address it to: Westover Vets Ltd, Hornbeam Road, North Walsham Norfolk NR28 0FX**