

*The Vet Group*

# Complaints Statement and Procedure



**pets**  
at home

**VET GROUP**

**Vets4Pets**  
Feeling your pet first.

Companion Care  
**Vets**

# Complaints statement and procedure

“ We are committed to offering the very best in service to owners and their pets. ”

*However, despite our best efforts to achieve the highest possible standards, you may feel disappointed with the service. In recognition of this we have a complaints procedure which helps us to deal with issues promptly and thoroughly. If you would like to provide us with some feedback the steps below can help make sure your points are fully addressed.*

## Step 1 - Talk to us

All our practices welcome feedback, so please contact the practice in the first instance to try to resolve your concerns quickly and informally. Our receptionists are trained to handle your call but alternatively, you can email or write to the Practice Director using the contact details for the practice, available on our website.

If you would prefer not to speak to the practice directly about your issue we would welcome your feedback at our Support Office. You can do this by completing the client services contact form on our website or by writing to us at:

**Client Services, Companion Care Services Ltd,  
Isambard House, Fire Fly Avenue, Swindon,  
SN2 2EH.**

Please include all your contact details such as email and postal address, mobile and landline numbers and indicate your preferred method of contact. This helps us to respond to your

complaint quickly and efficiently. We will also require the name of the practice and your pet's details if applicable. We will contact the practice on your behalf and your concern will be handled by the Practice Manager or Practice Director as appropriate.

**We aim to investigate and reply to all non-clinical complaints within 14 days, and all clinical complaints within 21 days. However, some cases may take a little longer. In this situation you will be advised of a revised timescale.**

## Step 2 - Escalation

Following Step 1, if your concern has not been resolved to your satisfaction then you may request a review of your complaint from our Area Relationship Managers, who can undertake a further investigation with an aim to reach a resolution. Again, you will be kept informed of expected timescales and progress.

## Step 3 - Independent help and advice

If the above steps have been followed but you remain unhappy or we are unable to reach a resolution then you may prefer to get independent help and advice. Your local Citizens Advice Bureau ([www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)) may be able to help you or you can contact the Vet Client Mediation Service using the details below:

**Vet Client Mediation Service, 6 Market Square,  
Bishop's Stortford, Hertfordshire, CM23 3UZ.**

Telephone: **0345 040 5834**

Visit: **[www.vetmediation.co.uk/complaints](http://www.vetmediation.co.uk/complaints)**