



PORTLAND VETS

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www.portlandvets.co.uk

Portland Vets Complaint Procedure

We hope that you will never have reason to complain about the standards of service received from Portland Vets. However, if something has happened that you feel is unsatisfactory, please tell us as soon as possible. We take complaints seriously and address them promptly.

In the first instance, please discuss your concerns with the vets or nurses who have been looking after your pet or speak to a member of the reception team. Most issues can be resolved informally at this stage and, if necessary, a senior veterinary surgeon and/or the practice manager will contact you.

If you remain dissatisfied and wish to complain formally, please contact the practice manager in writing via email (welcome@portlandvets.co.uk) or post.

In order to give us the best opportunity to investigate and resolve your complaint, please contact us within two weeks and include the following information:

- Name, address and pet's name
- What happened and when
- Which staff members were involved
- What you would like the outcome to be
- Whether you would prefer to be contacted by phone, email or letter

We will acknowledge receipt of your complaint within five working days, including information on who is handling the matter and when you can expect to receive a reply. Our aim is to respond fully within fifteen working days, but if it is going to take longer we will let you know what is happening.

When we look into your complaint, we will:

- Thoroughly investigate what happened
- Detail our findings and acknowledge any areas where our service fell short of acceptable standards
- Offer a solution and/or apology as appropriate
- Explain any changes we will make to our procedures to avoid similar issues in future

This procedure is intended to give us the best chance of resolving anything that has gone wrong, but you retain the right to contact the Royal College of Veterinary Surgeons if you are dissatisfied with the outcome.

