



COMPLAINTS PROCEDURE

We are sorry if you feel let down by the standard of service you received from Archway Veterinary Centre. Please be assured that we take complaints very seriously.

Most problems can be sorted out quickly and easily. The best way to do this is to discuss it with the people involved whether they be from our clinical or administrative teams. You can also ask to speak to the Practice Manager if you feel that you cannot bring it up directly with the staff involved.

If your problem cannot be sorted out in this way and you wish to make a formal complaint, please let us know as quickly as possible. This will help us to establish what happened more easily.

Please put your complaint in writing to the Practice Manager:

- Archway Veterinary Centre, 17a Moor Street, Chepstow, NP16 5DB
- Or email us at info@archwayvet.co.uk

Please include the following information to help us in investigating the problem:

- Your name, address and pet's name
- **What** happened? Tell us about the nature of the complaint
- **When** did this happen?
- **Which** branch surgery?
- **Who** was involved?
- **What** would you like the outcome to be?

When we look into your complaint, we will:

- Find out what happened and what went wrong.
- Issue an apology, where this is appropriate;
- Identify what we can do to make sure the problem does not happen again.

Please let us know how you would prefer to be contacted e.g. letter, phone call or email.

Once received we will aim to acknowledge your complaint within 5 working days and respond fully to you in writing within 30 days though this may vary depending on the nature and complexity of the issues involved.

If you feel that we have not successfully resolved your complaint you may want to contact either the Veterinary Conciliation Mediation Services (VCMS) or the Royal College of Veterinary Surgeons (RCVS). Who deals with your complaint will depend on its nature, check out the RCVS website for details; <https://animalowners.rcvs.org.uk/concerns/i-want-to-raise-a-concern-about-a-veterinary-surgeon/what-you-need-to-know-first/>