



WESTERN COUNTIES EQUINE VETS

CLIENT CHARTER AND COMPLAINTS PROCEDURE

Help Us to Help You

We want you to have the best possible service from Western Counties Equine Vets. This fact sheet is designed to help you make the most of our services.

Please help us to improve our service

- Tell us what is important to you
- Let us know if your details or circumstances have changed
- Inform us if you are unable to keep an appointment
- Tell us if you are unsure of the costs before treatment begins
- Please be considerate to other clients and staff
- We value your feedback so please let us have your comments and suggestions on how we can improve our service to you

Complaints Procedure

- Firstly speak to the member of staff involved in your horse's care – they may well be able to resolve your concerns there and then
- If you have concerns afterwards then please contact us within two weeks of the event, this will allow us to investigate your complaint properly
- Please write to us with details of your complaint (the following information is useful and will enable a prompt response from us)
- What happened and which staff were involved
- Where the problem occurred and when the problem occurred
- Please address your complaint to the practice manager in the first instance
- We will investigate your complaint and provide a response within two working weeks
- If this is not a satisfactory response you will be invited to a meeting with the directors to try and resolve the matter
- If you feel the matter should be taken further then you can contact the Royal College of Veterinary Surgeons

(Updated December 2019)