

We are committed to providing the highest level of client and patient care. One of the ways we can improve our service is by listening to and responding to the views of our clients and referring vets.

We hope we will always be given the opportunity to address any concerns. We will always take complaints seriously and will do our utmost to resolve them to the satisfaction of both parties within a reasonable timescale. All complaints will be handled sensitively and confidentially (information will only be shared with those parties who need to know) and following any relevant data protection requirements.

How do I complain?

We would very much hope that concerns can be resolved easily and quickly at the time they arise and with the individual concerned. If this is not the case there are a number of avenues open to you;

Feedback Forms

We offer all clients and referring vets the opportunity to complete a feedback form after their interactions with us. You can use this form to complain if you wish, there is an option to request a response from us if you would like us to contact you.

Contact the Hospital Manager

Alternatively you can complain in person, by phone, in writing or via email. All complaints should be addressed to;

Kate Forde, Hospital Manager, North Downs Specialist Referrals, The Friesian Buildings 3&4, The Brewerstreet Dairy Business Park, Brewer Street, Bletchingley, Surrey, RH1 4QP

Tel; 01883 741440 or Email; kforde@ndsr.co.uk

When making a complaint please tell us;

- Your full name and contact details and your pets name
- As much detail as possible of the event or interaction you are complaining about (including dates, names etc.)
- Any detail as to how you would ideally like the complaint resolved.

All complaints will be acknowledged within 48 hours and will explain who is dealing with the complaint, how the complaint will be investigated and a proposed timescale. We will always investigate complaints thoroughly which may take some time particularly if the complaint is complex and/or if a number of people are involved. If we are not able to respond to you in the timescale we have outlined we will keep you updated with progress.

Is there a time limit for making a complaint?

We would urge you to contact us as soon as possible after you have found you have reason to complain. If too much time has passed it may make it difficult or impossible for us to fully investigate your complaint.

What if I am still dissatisfied?

If we do not succeed in resolving the complaint to your satisfaction you could contact the professional conduct department at the Royal College of Veterinary Surgeons. The RCVS oversees the professional conduct of all Veterinary Surgeons and Veterinary Nurses, more details can be found on their website www.rcvs.org.uk