north west. equine vets

Customer Complaints

If you have a complaint about our organisation we want to hear about it and we will do our best to put it right.

Our Customer Complaints Procedure has the following goals:

- To deal with complaints fairly, efficiently and effectively;
- To ensure that all complaints are handled in a consistent manner throughout;
- To increase customer satisfaction;
- To use complaints constructively in the planning and improvement of all services.

Who can complain?

Anyone who is:

- Receiving a service from North West Equine Vets
- Caring for someone who has a complaint;
- Has been refused a service which they think they may need.

How to complain

North West Equine Vets would like to sort out any complaint as soon as possible.

Many complaints can be resolved informally. In the first instance contact the practice and, if you feel able, speak to the member of staff who is working with you or ask to speak to their manager, who will try to sort the matter out.

If you make contact in person or by phone, make a note of the name of the person you speak to. If a solution is offered at this point, make a note of this as well.

If you are not satisfied or do not wish an informal solution, you may pursue a formal complaint.

Write down your complaint and send it to:

The Practice Manager/ Director

Phone Number: 08081685580

Email: office@nwev.co.uk

What Happens Next?

You will receive acknowledgement of your complaint within 5 working days. You may be contacted to make sure that we have understood your complaint properly. You may be interviewed by the person investigating the complaint.

You will receive a response to your complaint within 28 working days of its receipt. Any extension of this time limit requires your consent.

MAIN OFFICE
Rathmell
North Yorkshire
BD24 0LA

Martholme Lane
Great Harwood
Blackburn
Lancashire BB6 7UJ

Crabtree Farm
Lupton
Carnforth
Cumbria LA6 1PJ

080 8168 5580
office@nwev.co.uk
northwestequinevets.co.uk

RCVS ACCREDITED PRACTICE
XL Vets Equine

DIRECTORS
Dr Catherine Speakman BVetMed MRCVS EDT
Dr Paul Smith BVM&S CertEP MRCVS
Dr Richard Knight BVetMed Cert AVP MRCVS
Dr Lorna Wilson BSc BVMS CertAVP(EM) MRCVS

North West Equine Vets is the trading name of North West Equine Vets Limited. North West Equine Vets Ltd is registered in England and Wales under number 09731215, with its registered office at Rathmell, Settle, North Yorkshire, BD24 0LA.

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Does this always happen?

In all cases, a complaint will be given full and fair consideration.

However, if as a result of your complaint, disciplinary proceedings are taken against a member of staff, an internal procedure will apply. You will be informed that disciplinary proceedings have taken place, but as these proceedings are confidential, you will only be informed of the details or outcome of matters outside of this procedure.

If a criminal offence is alleged, then the police will be informed.

Can you have someone with you when your complaint is discussed?

Yes, you can.

Can you take your complaint elsewhere?

Yes. You can contact the Royal College of Veterinary Surgeons for further information on making complaints about a veterinary practice.

Contact RCVS, Belgravia House, 62-64 Horseferry Rd, London SW1 2AF.

www.RCVS.org.uk/concerns