



A guide to making a complaint

We take complaints about our work, staff and levels of service very seriously, but we hope that before you make a formal complaint, you will give us a chance to put things right.

Most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. Please address your complaint to one of the directors responsible for the practice concerned. If you are unsure of their name, the staff at the practice will be able to provide you with this level of detail.

Regretfully, we are unable to investigate complaints that have been made more than six months after the event.

Where to send your complaint:

Post: Westover Vets, Hornbeam
Business Park, Hornbeam Road,
North Walsham, Norfolk, NR28 0FX

Email: adminsa@westovervets.co.uk

To help us investigate your complaint, please include the following details:

- What is the nature of your complaint?
- Which practice are you making the complaint about?
- When did the problem occur?
- Who was involved?
- What would you like the outcome to be?

What will we do?

We will acknowledge your complaint within five working days and we will let you know who is dealing with your complaint, and when you can expect to receive a reply.

In most cases, we hope to give you a full reply within fifteen working days but if it is going to take longer, we will get in touch with you to let you know what is happening. We will then be in a position to offer you an explanation, and/or the results of our investigation.



A guide to making a complaint

When we look into your complaint, we will:

- Discuss your complaint with the staff members involved
- Compile the facts of the case and decide whether there has been an error or care below our usual standards
- Where we do not believe we are at fault, we will clearly explain the reason for this conclusion
- Where we could have done better, we will ensure you receive an apology and try to agree a fair outcome with you to resolve the matter
- Identify what we can do to ensure the problem does not happen again

What should you do if you are still unhappy?

If you are not happy:

- Your complaint will be referred to our Board of Directors, whose decision will be final
- If you are still not happy, you can raise a complaint with the Royal College of Veterinary Surgeons (RCVS) by telephoning 02072 020789 or via their website - www.rcvs.org.uk