

## **The Fraser Veterinary Surgery - Complaint procedure**

We want you to be very satisfied with the services we provide. To help us achieve this, and to discover ways in which we can improve our services, we need your feedback, both good and not-so-good.

If you have any cause for concern, for example if you believe certain procedures were not explained fully, or that costs involved in a procedure were not discussed sufficiently, then please get in touch. You can contact us in person, by telephone, by email or letter.

Our initial response will be to acknowledge your contact and a promise to investigate the issue and to get back in touch within a certain time.

Often, the initial contact we receive is by telephone, but this may not be the best approach for us to deal with problems effectively. However, our staff will do their best to sort things out for you at the time, if appropriate.

More complicated problems, or those which the reception staff are not able to deal with, will be passed to one of the vets or the practice manager. These cases are likely to require some research by the staff and therefore will not be taken care of during a single, initial telephone conversation.

You will be given an approximate time by which we will respond to your call. The response time will, again, depend on the nature of the complaint. If the case is more complicated, or more serious, we will contact you in writing, either by email or letter.

You can contact the Royal College of Veterinary Surgeons if you have concerns about a veterinary surgeon or registered veterinary nurse:

T: 020 7222 2001

E: [info@rcvs.org.uk](mailto:info@rcvs.org.uk)

W: <http://www.rcvs.org.uk/about-us/contact-us>