

Raising a Concern: Client Information

At Vets Now we are committed to delivering a high quality of clinical and client care through the provision of an accessible and responsive emergency veterinary service. One of the ways in which we can continue to improve the service that we offer you and other pet owners is by listening and responding to your comments and concerns.

Whilst we hope you will be fully satisfied with the service you have received, in the event that there is something you are not happy with, we want to hear from you. We want to work with you to resolve any issues you have raised and continue to improve our service.

- We aim to address and respond to your concerns as quickly and effectively as possible. For this reason we ask that, in the first instance, you telephone the clinic you attended. A member of the team will try and help resolve any concerns you have or answer any remaining questions relating to your visit.
- If you are not satisfied with the verbal response you receive, we ask that you submit your concerns in writing directly to our Client Care team at clientcare@vets-now.com, or by post to Client Care, Vets Now Emergency Limited, Penguin House, Castle Riggs, Dunfermline, Fife, KY11 8SG. Please outline as clearly and fully as possible the details of your complaint, the member of staff concerned if known, the consequences for you as a result, and the solution you are seeking. All written correspondence and enquiries are coordinated by our dedicated Client Care team. You can also contact the team on 01383 223 902 - option 2 (Monday-Friday 9.00am-5.00pm).
- We will acknowledge your concerns within 48 hours advising that the matter will be investigated fully with the staff involved. At this stage your concerns will be addressed and a formal written response will be issued within 35 working days. Our aim is to resolve all matters as quickly as possible however inevitably some issues will be more complex and therefore may take longer to be fully investigated. If this happens, we will update you with the revised timescale for your full response.
- If you are not happy with our written response, please let us know in writing. We will escalate your concerns to our Head of Veterinary Standards and/or Head of Client Services, who will review all correspondence independently and will respond to you in writing with their findings
- This is the final step in our complaints procedure.
- Should your concerns remain unresolved and all the above avenues have been exhausted, you may contact the Royal College of Veterinary Surgeons. Please refer to the following link to find out how to raise your complaint with them, '<http://findavet.rcvs.org.uk/concerns/i-want-to-raise-a-concern-about-a-veterinary-surgeon/>'. Their postal and telephone contact details are: Royal College of Veterinary Surgeons (RCVS), Belgravia House, 62-64 Horseferry Road, London, SW1P 2A. Tel: 020 7202 0789; Fax: 020 7202 0740