



We are committed to providing excellent customer service and the highest level of patient care and we very much hope that our clients have no cause for complaint. However, if you are unhappy with any aspect our service, please bring this to our attention and give us the opportunity to address your concerns.

Most problems can be sorted out quickly and easily by discussing any concerns that you have directly with the staff involved. Alternatively, contact the Client Care manager in person or by phone. If you are not happy with the outcome, you can make your complaint formally.

Please include the following information so that we can carry out a full investigation:

- Your name, address and your pet's name
- How you would prefer to be contacted e.g. phone, email, post, or in person
- Relevant dates and times of your visit or call
- Names of staff members involved if known
- An outline of your complaint setting out the facts clearly in the order in which they happened
- What you would like the outcome of your complaint to be

#### **What happens when we receive your complaint**

- We will acknowledge your complaint within 5 working days. If you have not received acknowledgement within this time scale, please contact us to ensure that we have received your complaint and that there is no issue with your contact details.
- An investigation will be carried out including (where appropriate):
  - A review of patient records, treatment and charges
  - Staff interviews
  - A review of phone logs and recordings
- In most cases we hope to give you a full reply within 10 working days

#### **Contact details:**

##### **Phone**

Client Care Manager 01793 528341

##### **In person**

Client Care Manager

Edison Park Clinic and Hospital

It is advisable to arrange a time.

##### **Email**

[complaints@eastcottvets.co.uk](mailto:complaints@eastcottvets.co.uk)

##### **Post**

Complaints,

Client Care Manager

Eastcott Vets Clinic and Hospital,

Edison Park,

Hindle Way,

Swindon,

Wiltshire SN3 3FR

**Social Media**

We ask that complaints are not posted on social media such as Facebook or Twitter as we are bound by strict client privacy regulations that prevent us from being able to respond.

This does not affect your right to approach the Royal College of Veterinary Surgeons if you are dissatisfied with the outcome.

Professional Conduct Department,  
Royal College of Veterinary Surgeons  
Belgravia House  
62-64 Horseferry Road  
London  
SW1P 2AF

There is detailed advice of how to raise a concern online: <https://animalowners.rcvs.org.uk/concerns/>