

## Meadows Veterinary Centre Limited

"A complaint is a an expression of dissatisfaction which we have received from a client either verbally or in writing"

We are committed to providing a high quality of care to our patients. When something is perceived to have gone wrong we need our clients to tell us about it. This will help us improve our standards of care.

If the client has a complaint please pass on the details to Anne Pirie. We will have eight weeks to consider the complaint.

When a complaint is received

1. We send a letter acknowledging receipt of your complaint within three days of receiving it.
2. We will then investigate the complaint This will normally involve passing the complaint to a director who will review the matter and speak to the members of staff involved.
3. The director will then either contact the client to discuss matters further with the client and it may be resolved with this phone call or we will write to the client with their findings.
4. Should the director feel they need to they may take guidance from the Veterinary Defence Society (VDS) firstly by telephone and if required by forwarding correspondence.
5. The total procedure can take some time to reach a conclusion.