

Complaints Procedure Policy Statement for Malthouse Vets Ltd

Our aim is to provide you and your pet with the best possible service and care and in line with our professional code of conduct; to pursue our work with integrity respecting our responsibilities to the public, our clients and the Royal College of Veterinary Surgeons. First and foremost, we strive to ensure the health and welfare of animals entrusted to our care. We recognise and respect the Financial Conduct Authority's (FCA) Treating Customers Fairly (TCF) initiative Principle 6.

We encourage feedback regarding all our services and constantly endeavour to make effective improvements where and when opportunities present themselves. The sooner we are made aware the sooner we can address the concern and encourage prompt contact even if this is during current treatment.

How do I give feedback?

You can use one of the below methods to contact us:

1. **Tell us in person** – In the first instance we would encourage you to tell the person in charge of your pet's care; they may be able to resolve your concern there and then. If they are unavailable, please discuss your concerns with any member of our local team who will only be too happy to help. We would much rather talk to you about it now
2. **Email us** at the Practice email address **emily@malthousevets.com**
3. **Write to us** at the Practice, **Malthouse Vets Ltd, Malt Yard, Market Square, Narberth, SA677AU**

What information do you need?

When making a complaint, please provide the following information:

- Your name, address and preferred and convenient contact telephone and email
- The name of your pet
- The date on which you last attended the clinic
- A brief description of your concerns
- A summary of what in your opinion we can do to best deal with your concerns

In general, if you have a concern, it is best to raise it as soon as possible – this will make it easier for us to investigate and resolve any matters, which are still ongoing.

If any of our staff members were involved, it would be helpful if you can provide us with their names.

What if my complaint relates to out of hours service?

In the event your complaint is relating to an Out of Hours service or a Referral treatment that was not provided by our staff we would ask you to firstly direct the complaint to the relevant service provider. If you are not sure whether this was the case, please ask in practice and we can quickly clarify to whom the complaint should be directed. We would also appreciate it if you could keep us updated on the outcome.

What will you do when you receive my complaint?

We will treat any point you raise in confidentiality. Upon receiving your correspondence, we will acknowledge receipt as soon as practically possible and within 7 working days and may contact you to find out more. Please let us know the most convenient time to contact you. We may need to investigate the matter further before being able to reach a conclusion; if that is the case, we will do our best to look into it as quickly as possible and will reply to you as soon as we are able. In normal circumstances, we would aim to have addressed your complaint within 14 working days of receiving it or provided an explanation for the delay in meeting this objective.

What if I am unhappy with the outcome?

If you are not satisfied with the outcome of this process, you may then raise your concern with the appropriate external bodies such as the Veterinary Client Mediation Service (www.vetmediation.co.uk) or the Royal College of Veterinary Surgeons (<https://www.rcvs.org.uk/home/>).

General feedback

If you have any general comments, please email contact@malthousevets.com.

Thank you in advance for taking the time to give us your thoughts.