



Shropshire Farm Vets Ltd Complaints Handling Procedure

We are committed to providing a high-quality veterinary service to all our clients however we welcome feedback on all matters as this will help us to continually improve our standards.

It is important that if you feel dissatisfied with any matter relating to the services or products that Shropshire Farm Vets Ltd has supplied that you should have an effective means by which you can raise a complaint, and where appropriate can be resolved. If this is not possible, we will follow the complaints procedure below.

1. This will normally involve passing your complaint to our Management Team who will investigate further.
2. We will contact you with feedback, hopefully resolving your complaint and whenever possible this will take place within 5 working days.
3. If appropriate, we will write to you to confirm what took place and any solutions agreed with you.
4. At this stage, if you are still not satisfied, you should contact us again and we will arrange a meeting with you within 10 working days.
5. Following this meeting, we will write to you within 7 working days confirming our final position on your complaint and explaining our reasons.
6. If you are still not satisfied, you can then contact the Royal College of Veterinary Surgeons (RCVS), Belgravia House, 60-62 Horseferry Road, London. SW1P 2AF. Tel No: 020 7222 2001. www.rcvs.org.uk.

If we have to change any of the timescales above, we will let you know and explain why.