



## Complaints Policy

**Our aim is to provide the best possible veterinary care.**

If you have a compliment, a suggestion on how to improve our service, or a concern we would like to hear about it.

### Compliments or suggestions

We are always pleased to know that we are providing a high-quality service, or our team is doing a good job. We are also constantly looking for ways to improve our service, if you have any suggestions, we would like to hear from you.

### Let us know if you have a concern

Please let us know if you have any questions or concerns about our service as soon as possible, it will make it easier for us to resolve quickly.

1. First, tell the person in charge of your animal's care, they may be able to immediately resolve your concern.
2. If they are unavailable, discuss your concerns with a member of the team.
3. Alternatively, you are welcome to write to us. Please send your correspondence to our Practice Manager and include the following information:
  - Name
  - Contact details
  - Name of your horse/pony/donkey
  - The date of the visit your concerns relate to
  - A brief description of your concerns
  - What we can do to best resolve this for you

We will acknowledge your correspondence within 5 working days. In some cases, we may need to carry out further investigation. In such cases, we will endeavour to respond to your concern within 20 working days and if we are not able to address your concern within this timeframe, we will let you know.

4. If you are not satisfied with the written response from us, then you may raise your concerns by emailing [clientfeedback@cvsvets.com](mailto:clientfeedback@cvsvets.com), or writing the address below. Please ensure that you include all the information below.
  - Your name
  - Your contact details
  - Name of your horse/pony/donkey
  - The date of the visit your concerns relate to
  - A brief description of your concerns
  - The reason you're not happy with the response you have received from the practice
  - What we can do to best resolve this for you

Attention: Client Feedback  
CVS Group  
CVS House  
Owen Road  
Diss,  
Norfolk IP22 4ER



5. If your complaint relates to concerns on how we have used your personal data, please contact our Data Protection Officer: [dataprotection@cvsvets.com](mailto:dataprotection@cvsvets.com)