

Cinder Hill Equine Clinic



COMPLAINTS PROCEDURE

Cinder Hill Equine Clinic is committed to providing the best possible care for our patients and clients. We appreciate all feedback (both positive and negative) and hope that clients will speak up when standards of care and service either exceed or fall below their expectations. The directors review all comments received from clients and the information is then forwarded to the appropriate staff. In this way, we can strive to continuously improve the quality of the service that we offer.

How to complain:

We take all complaints very seriously. If you wish to make a complaint:

First, raise the matter with the member of staff involved or the vet in charge of your case. We hope that most problems can be sorted out easily and quickly, often at the time that they arise and with the person concerned.

If your problem cannot be sorted out in this way and you wish to make a formal complaint, we would like you to let us know as quickly as possible – ideally within a matter of days or at most a few weeks – because this will enable us to establish what happened more easily.

Complaints should be addressed to either of the clinical directors, Mike Barrott MRCVS or Dan Carroll MRCVS. We are happy to discuss matters on the phone or if you would rather you may ask for an appointment to discuss any concerns at Cinder Hill. We may ask for you to set out any specific issues in writing.

What we shall do:

We shall endeavour to acknowledge your complaint within three working days and aim to have reviewed your complaint within ten working days of the date that we received it. We will then be in a position to discuss it with you or arrange a meeting with the people involved.

When we look into your complaint we will aim to:

Find out what happened and what went wrong.

Make it possible for you to discuss the problem with those concerned (if you would like to do this).

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Make sure that you receive an apology, where this is appropriate.

Identify what we can do to make sure the problem doesn't happen again.

Our aim is to do our best for you and all the horses in our care. We rely on feedback to guide us in how to provide the best possible service. If you are unhappy, please let us know. We cannot remedy a problem if we do not know about it, so always tell us please.

If you wish to proceed further any comments or major concerns can be raised with the Royal College of Veterinary Surgeons (RCVS) Belgravia House, 62-64 Horseferry Road, London SW1P 2AF Tel: 020 7222 2001, Fax: 020 7222 2004, email: info@rcvs.org