

## **COMPLAINTS PROCEDURE**

Our aim at Grove Veterinary Centre Ltd is to provide the best possible service to all our Clients and their Pets.

If you feel that you have a legitimate complaint please feel free to discuss it with a member of staff. They will endeavour to resolve the situation. If however, you are still dissatisfied the Practice Manager will be informed and a full and thorough investigation into the nature of your complaint will be made.

What you need to do next:

1. Please put your complaint in writing. Although the Practice Manager will be informed straight away, it is always advisable to have a written confirmation of the points you wish to make.
2. You will receive a reply acknowledging receipt of your letter of complaint and explaining the procedure that will be taken to investigate it. This will be sent first class within two working days of receiving your letter.
3. The Practice Manager will make a thorough investigation into all the points raised. Interviews with any relevant members of staff will take place in an effort to ascertain all the facts.
4. You will receive a full response within 10 working days detailing the outcome of the investigation.
5. If you are still dissatisfied with the action taken you will be invited to come into the surgery to meet with the Practice Manager and/or a Director.