

## WEAR REFERRALS COMPLAINTS PROCESS



At Wear Referrals, we pride ourselves on delivering excellent service. However, should you be dissatisfied with the care or treatment you or your pet has received then you have the right to raise a complaint, have your complaint investigated, and be given a full and prompt explanation.

Most issues can be resolved without you having to make a formal complaint. An informal discussion with a member of the team can often resolve most issues.

### MAKING A COMPLAINT

Should you feel that you are unable to resolve any concerns you may have through a discussion with a member of the team or you are not satisfied with the outcome then we would ask you to send an email to [info@wear-referrals.co.uk](mailto:info@wear-referrals.co.uk) or write to our client care manager at Wear Referrals Veterinary Hospital, Bradbury, County Durham, TS21 2ES

If you feel unable to do this yourself, you can ask someone else to do it for you.

You should provide as much information as possible to allow Wear Referrals to investigate your complaint, such as:

- your name and contact details
- a clear description of your complaint giving as detailed an account as possible, including any relevant times and dates
- any relevant correspondence, if applicable

### WHEN TO MAKE A COMPLAINT

As soon as possible. Even if your pet is still with us at the hospital.

### WHAT TO DO IF YOU ARE UNHAPPY ABOUT THE OUTCOME

If you are unhappy with the outcome of your complaint you can refer the matter to:

Royal College of Veterinary Surgeons

Belgravia House

62-64 Horseferry Road

London

SW1P 2AF