

## Complaints Policy

We would ask if you have a concern or a complaint that you contact us (phone us or visit us) to deal with it as soon as possible so that we can deal with it immediately.

We endeavour to ensure that your complaint is aired in full and dealt with by the team involved and the practice principal together.

Feel free to call us or you can also arrange a meeting if necessary to discuss your concerns.

On your first contact about the problem we will give you a time frame for when someone will be able to get back to you to discuss and the form of this contact – letter / email / telephone call. Usually 10-14 days. If you have a preference on how you would like to be contacted and the time of day please let us know this information.

Complaints will be recorded on the Client Complaint Record and notes taken.

The relevant veterinary surgeon will be involved and will review the case or complaint with the practice principal. In most cases, one of these individuals will contact the owner back for a follow up on the complaint.

All complaints will be preferred to be dealt with in a timely and agreeable manner.

It must be noted that foul language, abusive, threatening or aggressive behaviour towards any staff member, student or other client will not be tolerated. The PSNI may be notified if a dangerous situation should arise.