

## Galedin Veterinary Complaints Procedure

We hope to ensure that you never have recourse to complain about the standards of service you receive from us. However, if you feel there is a concern that you wish to raise, please contact a member of our team, who will attempt to resolve this for you.

If you are not satisfied with the outcome of this process, you should direct your comments within twenty-eight (28) days. For clarity and for us to fully understand the nature of your complaint we ask that you make the complaint in writing (to either the email or postal address for your local surgery) for the attention of the Practice Manager. Please note that we are not able to discuss such complaints verbally.

Please give details of your pet and the event or situation that you wish to complain about, try to include as much detail as possible (times, dates, etc). It is also helpful if you indicate how you wish us to resolve your complaint.

Practice Contact Details: [complaints@galedinvet.com](mailto:complaints@galedinvet.com) FAO Practice Manager.

We will send you an acknowledgment of your complaint and give you a timeframe to expect our reply. A reply in writing will follow, usually within twenty-eight (28) days although the period may be longer if our manager or the team members involved are temporarily unavailable or delayed.

In our reply we will outline the facts of the case, how we propose to resolve your complaint and what steps we will put in place to prevent the same problem from occurring again.

### Complaint Escalation

Unfortunately, on occasion we may not be able to resolve the complaint to your satisfaction within our practice and in such circumstances, you may wish to have your complaint escalated for review by a more senior manager within our company:

Requests for review of a complaint must be in writing via the below email or postal addresses:

Complaints Manager,  
VetPartners,  
Spitfire House, Aviator Court, Clifton Moor, York YO30 4UZ.  
[complaint.manager@vetpartners.co.uk](mailto:complaint.manager@vetpartners.co.uk)

Requests for review will only be considered once complaints have already been investigated and responded to in accordance with the practice complaints procedure as most complaints can be best resolved within the practice. Communication regarding escalated complaints will normally be in writing only.

Alternatively you may wish to request mediation with our practice via the Veterinary Client Mediation Service [www.vetmediation.co.uk](http://www.vetmediation.co.uk) or alternatively complain to our professional regulator, the Royal College of Veterinary Surgeons <https://animalowners.rcvs.org.uk/concerns/> (Royal College of Veterinary Surgeons, Belgravia House, 62-64 Horseferry Road, London, SW1P 2AF)