

Complaints Procedure Policy



At Windlesham Village Vets, we are committed to providing the highest quality care and service to our clients and their beloved pets. However, we understand that there may be times when our clients are dissatisfied with their experience. We take all complaints seriously and are dedicated to resolving them promptly and effectively.

The primary objective of our complaints procedure is to address your concerns in a fair, transparent, and timely manner, with the aim of achieving a satisfactory resolution for all parties involved.

- We encourage you to raise any concerns or complaints you may have directly with the staff member involved or the practice manager at the time of occurrence.
- Whenever possible, our staff will attempt to address and resolve the issue immediately to your satisfaction.
- If the issue cannot be resolved informally or if you prefer to escalate the matter, you may submit a formal written complaint.
- Formal complaints can be submitted via email windleshamvets@gmail.com or through a letter for the attention of the Practice Manager
- Upon receipt of a formal complaint, we will acknowledge it promptly, usually within 3 working days and provide confirmation of the next steps in the complaints process.
- The complaint will be thoroughly investigated by the practice manager or a designated senior staff member not directly involved in the issue.
- The investigation will involve gathering relevant information, interviewing involved parties if necessary, and reviewing any documentation or records related to the complaint.
- Once the investigation is complete, we will provide a written response to you detailing the findings and any actions taken or proposed resolutions.
- We strive to resolve complaints within a reasonable timeframe, typically 14 days from the date of acknowledgment.
- If you remain dissatisfied with the outcome we will provide guidance on the available options for escalation and ensure your concerns are addressed appropriately.

All complaints will be handled with strict confidentiality, and personal information will only be used for the purpose of investigating and resolving the complaint.

We view complaints as opportunities for learning and improvement. Feedback received through the complaints process will be used to identify areas for enhancement in our services and procedures.

At Windlesham Village Vets we are committed to maintaining open communication with our clients and addressing any concerns you may have in a respectful and timely manner. We appreciate the trust our clients place in us and remain dedicated to delivering exceptional care to you and your pets.