

# Our commitment to you and your pet

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**We appreciate your feedback;** it helps us to deliver outstanding quality care for you and your pet. If you have any questions or feedback for us, please speak to a member of our team.

**We want to avoid you feeling any unnecessary concern or frustration** – most issues can be resolved informally; we would welcome the opportunity to discuss any concerns with you. Please speak to a member of the team as soon as possible. We commit to:

- Listen
- Fully investigate
- Bring the right people together to respond to your questions or concerns
- Keep you updated, and come back to you when we say we will
- Learn from discussions, to make sure we continually improve the quality of service.

**We hope your issues have been resolved through the discussion** – However, if you still feel you need to raise a formal complaint – here's what to do:

- Please put your concerns in writing to our client care team within three months of the event as investigations are more effective, and resolutions are better reached when related to recent, not historical, events
- Include a factual summary of events that have led to this point
- Let us know what your expectation is for resolution
- Let us know how you would like us to keep you updated.

**This is the process we'll follow:**

- We'll acknowledge your complaint within three working days (Monday to Friday).
- We'll engage all appropriate people and investigate thoroughly. We'll aim to respond to you within 14 working days (Monday to Friday) of this acknowledgement. If we can't achieve that, we'll be in touch to set an expectation on timescales.
- We'll respond to your complaint in writing; however, please let us know if you would also like a telephone call or meeting.

**What happens if you are still not satisfied?**

If you remain unhappy with the outcome, the Veterinary Client Mediation Service (VCMS) offers a free of charge service that may be able to help.

You can find more information at <https://www.vetmediation.co.uk/clients>.

VCMS can help you if your concern relates to the service you have received from your veterinary practice, the fees you have been charged or if there may have been professional negligence. Negligence in this context is defined as the failure of clinical staff to act in the way expected of similarly qualified professionals in those circumstances. You can learn more about negligence at <https://www.rcvs.org.uk/concerns/reference-information/a-note-on-negligence/>.

You can contact VCMS at; Tel: 0345 040 5834, Email: [enquiries@vetmediation.co.uk](mailto:enquiries@vetmediation.co.uk).

**When would the Royal College of Veterinary Surgeons (RCVS) get involved?**

The RCVS can only deal with the most serious concerns that relate to a vet or veterinary nurse's professional conduct. This includes very poor professional performance which falls far short of the standards set out in the RCVS Code of Professional Conduct. These serious shortfalls can affect a vet/veterinary nurse's ability to practise.

If you think your concern is for the RCVS you can contact them on 020 7202 0789 or fill in their short enquiry form at <https://animalowners.rcvs.org.uk/concerns/>.

**Privacy Policy**

Your privacy and personal information are important to us. Any personal information that you provide to us will be dealt with in line with our Privacy Policy, which explains what personal information we collect from you, how and why we collect, store, use and share such information, your rights in relation to your personal information and how to contact us and supervisory authorities if you have a query or complaint about the use of your personal information. Our Privacy Policy is available at <https://www.mars.com/privacy>