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## Complaints Procedure

We endeavour to resolve complaints and as quickly as possible. Most complaints occur as a direct result of miscommunication or misunderstanding. As a result it is important that we are able to thoroughly investigate each and every complaint no matter how small. In this way we are able to find out how this has occurred and improve our service to both patient and client alike by making the appropriate changes to our procedures.

In the first instance should you have a complaint we would like to be able to deal with it as easily as possible and a member of staff will listen to the problem and see if they are able to resolve it immediately.

Should this not be possible they will try and escalate the problem to a more senior member of staff there and then, if this is not possible a more senior member of staff will be asked to call you back and look into your complaint.

If this does not resolve matters, we would ask that you put your complaint in writing to the Practice Manager. We will acknowledge your letter by return. We will then appoint one of the management team to investigate as thoroughly as possible all matters relating to the complaint. They will speak to all members of staff involved and review all the clinical notes relating to the case and all the contemporaneous notes made regarding conversations that you have had with members of staff. They will then come to decisions regarding your complaint and respond in writing. I am sure you will appreciate that this is not an immediate practice, especially should key staff be away on leave, however we will endeavour to come to decisions within two weeks.

Should you feel that the practice has failed to address your complaint to your satisfaction we will escalate your complaint and our responses to the regional director who will further escalate this as appropriate within the clinical and or management lines within the organisation.

Should we still be unable to address things to your satisfaction we will seek mediation through the Royal College of Veterinary Surgeons, we will of course fully co-operate with any investigation that they instigate on your behalf.

We take any complaints very seriously at Medina Veterinary Group, each and every one affects all members of staff. As a result we will always try and address them as quickly and with as little fuss as possible.