



Raising a Concern: Client Information

At Vets Now we are committed to delivering a high quality of clinical and customer care through the provision of an accessible and responsive emergency veterinary service. One of the ways in which we can continue to improve the service that we offer customers and other pet owners is by listening and responding to their comments and concerns.

Whilst we hope pet owners will be fully satisfied with the service they have received, if there is something they are not happy with, we want to hear from them. We want to work with pet owners to resolve any issues raised and continue to improve our service.

- We aim to address and respond to concerns as quickly and effectively as possible. For this reason, we ask that, in the first instance, pet owners speak to the clinic team immediately if they are dissatisfied. A member of the team should try and help resolve any concerns or answer any remaining questions relating to the visit.
- If the pet owner is not satisfied with the verbal response, we ask that they submit their concerns in writing directly to our customer relations team at complaints@vets-now.com, or by post to customer relations, Vets Now Emergency Limited, Penguin House, Castle Riggs, Dunfermline, Fife, KY11 8SG.
- It helps to outline as clearly and fully as possible the details of the complaint, the member of staff concerned (if known), the consequences for the pet owner as a result, and the solution they are seeking.
- If you would like to speak to someone regarding your concerns or queries, in the first instance, please call our enquiries team, who can be contacted on 01383 223 902 (Monday-Friday 9.00 am-5.00 pm) or at enquiristeam@vets-now.com.
- Concerns will be automatically acknowledged from our mailbox, or within 48 hours if received by post, advising that the matter will be investigated fully with the staff involved. At this stage, concerns will be addressed, and a formal written response will be issued within 35 working days. Our aim is to resolve all matters as quickly as possible. However, inevitably some issues will be more complex and, therefore, may take longer to be investigated. If this happens, we will update pet owners with the revised timescale for a full response.

- If the pet owner is not happy with the initial response, their concerns will be escalated within customer relations, who will review all correspondence and decide who is best to respond next, dependent on the query, i.e clinical or customer service or both.
- The final step in our complaint procedure is escalation to our Head of Customer Relations, who will undertake a final review of concerns, working in conjunction with their clinical counterpart, the Head of Veterinary Standards.
- Should concerns remain unresolved and all the above avenues have been exhausted, pet owners can either contact the Veterinary Client Mediation Service at <https://www.vetmediation.co.uk> or, if it is a professional misconduct matter, then pet owners can contact the Royal College of Veterinary Surgeons. Please refer to the following link to find out how to raise a complaint with them: <https://animalowners.rcvs.org.uk/concerns>. Their postal and telephone contact details are: Royal College of Veterinary Surgeons (RCVS), Belgravia House, 62-64 Horseferry Road, London, SW1P 2A. Tel: 020 7222 2001