

Animal Eye Care Complaints Procedure

We are committed to providing an outstanding service for you and your pet and welcome any feedback that may help us to improve our services.

If there are any aspects of your experience with us that fall below your expectations, please observe the following:

Talk to us

In the first instance please raise your concern with the member of staff involved or another member of the team who you feel you can trust.

Asking questions and sharing any concerns at the time can prevent unnecessary worry for you. An informal conversation can in most cases address your concerns and prevent any issues from becoming formal complaints.

Raising a formal complaint

If your concern has not been resolved following an informal conversation please put your complaint in writing addressed to the Clinical Director, and email or post it to the practice. The email address to use is admin@animaleyecare.co.uk.

Our postal address is:

Animal Eye Care, 250 Cygnet Court, Centre Park, Warrington, WA1 1PP

When writing your complaint please ensure you:

- Include your full name, address, contact details and the name of your pet
- Give a concise and factual description of your concerns and why you are dissatisfied
- Be clear on how you would like the issue to be resolved
- Inform us on your expectations of a timescale

For more information and guidance please visit www.vetmediation.co.uk

We aim to acknowledge your complaint within 7 working days of receipt and to fully respond within 56 days. Most responses will be made within 2-3 weeks as we take the time to consider your concerns and any miscommunications thoroughly.

Escalation

Once you have received our response please do not hesitate to contact us again if you require further information or clarification regarding our judgement.

If you remain dissatisfied and wish to escalate your complaint please contact the Veterinary Client Mediation Service by visiting www.vetmediation.co.uk or by calling 0345 040 5834. The service is free, independent and funded by the Royal College of Veterinary Surgeons.