



Low Road, Bressingham, Norfolk, IP22 2AA

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Complaints Policy

Uplands Way Vets try to exceed your expectations in everything that we do. However, we know that there may be times when we do not meet our own high standards.

When this happens, we want to hear about it, in order to deal with the situation as quickly as possible and put measures in place to stop it happening again.

The aim of this policy is;

- To provide a fair complaints procedure that is clear and easy to use.
- To ensure clients know how to contact us to give feedback or make a complaint.
- To make sure everyone in our organisation knows what to do if a complaint is received.
- To make sure all complaints are investigated fairly and in a timely way.
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired.
- To learn from complaints and feedback to help us to improve what we do.

Informal Feedback

If you would like to provide feedback or have a problem that needs resolving, please make contact with any member of staff who are all trained to assist clients.

They may be able to resolve your concerns quickly there and then however if they cannot resolve the situation they will ensure that it is passed to the appropriate person.

We will always thank you for the feedback and record it so that we can learn from this. We take complaints very seriously and we treat them as an opportunity to develop our approach. This is why we are always very grateful to hear from people who are willing to take the time to help us improve.

Formal Complaints

Our relationship with our clients is important to us and we will always strive to resolve complaints to your satisfaction.

In the event that you wish to make a more formal complaint or have a concern that may require a more detailed investigation we ask that you do the following;

Put your complaint in writing, either email or letter, and address it to the practice manager, Mrs Clare Barker on clare.barker@uplandswayvets.co.uk or to the Bressingham practice at the address above.

Provide as much detail as you can including;

- Your name and your pet/animal's name/identification
- The nature of your complaint
- What you would like to happen to resolve this complaint

On receipt of a formal complaint, we will;

- Provide a written acknowledgement of your complaint within three working days.
- Review your complaint and ask for any further information we feel may be helpful.
- Conduct an investigation into the issues raised in your complaint.
- Consider your complaint in light of information obtained and provide you with a written response within fourteen days of receiving your complaint.
- If it is not possible to reply within this time owing to staff absence or the need for a substantial investigation we will keep you informed and advise when this will be completed.