

Feedback & Complaint Policy

Our goal is to provide you and your pet with the highest level of service and care possible. If you have any feedback on how to improve our services or wish to raise a concern, we would like to hear about it as soon as possible. We also welcome any positive feedback that can be shared with the team to let them know they are doing a good job.

For any general feedback, please speak to a member of staff at the time of your visit or email us at info@movementvets.co.uk.

Movement Referrals sees complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person and/or organisation that has made the complaint.

Our Complaint Policy is to provide a fair complaint procedure which is clear and easy to use for anyone wishing to make a complaint. It is in place to ensure all complaints are investigated fairly and promptly, and to wherever possible offer resolution and mend relationships. Through our Complaint Policy, we also aim to collect information which may help us improve both our services and processes.

A complaint is defined as an objection to something unfair, unacceptable, or otherwise not up to normal standards. It is an expression of dissatisfaction, whether justified or not about the service or experience received.

A complaint can be received verbally, by phone, by email or in writing.

- **Speak to us in person**

We would always encourage people to speak to us in person about any grievances and concerns they may experience. This may allow for a swifter resolution.

- **Email us**

You can email us your complaint or concern at info@movementvets.co.uk, this will

- **Telephone**

If you wish to raise a concern or share a complaint over the phone, please contact us on 01928394733. Please note all calls are recorded for monitoring and training purposes.

- **Write to us**

If you would like to send us a letter, you can address all feedback to Practice Manager, Unit 3 Abbots Park, Preston Brook, WA73GH

When filing a complaint or raising a concern, the more details about the event the better. Please make sure to let us know the following information.

- Your name, address, preferred contact number, and email address.
- The name of your pet
- A description of the events and/or your concerns
- Name of the person involved and any potential witnesses
- How you would like the situation to be resolved
- Suggestions on how we could have avoided the situation leading to the complaint.

We will treat all complaints and feedback raised in confidentiality.

Upon receiving the complaint, we will contact you via email to acknowledge receipt. We will then endeavour to review the complaint and conduct an initial investigation within 14 days. During this time, we may need to contact you to acquire further information. Upon completion of the investigation and reaching a conclusion, we will contact you to discuss the outcome. In some cases when more time might be required, we will inform you as soon as possible.

Should you feel unsatisfied by the outcome and conclusion offered, we would like to invite you to discuss the matter further. In the eventuality that you remain dissatisfied, you can contact the Royal College of Veterinary Surgeons - <https://www.rcvs.org.uk/home/> or the Veterinary Client Mediation Service www.vetmediation.co.uk

Here are Movement Referrals, we strive to deliver the best service possible and shall always remain at the disposal of our clients to discuss how we can improve our services and the experience we offer to both owners and their pets.