



## **Client Complaints Procedure**

Milnrow Village Vets is committed to providing an exceptional standard of service and care. We realise, however, that things can go wrong and there may be occasions when you feel your expectations were not met. We hope that before you complain you will give us a chance to put things right. Careful consideration will be given to all complaints and will be dealt with fairly. They may also be used constructively to improve practice policy.

**Verbal Complaints:** Those made in reception or consulting room or over the phone. After discussion with the member(s) of staff involved, a note will be made on your record that a complaint has been made and the nature of which will be recorded in the practice 'Complaints Folder'.

The complaint will be reported to The Practice Manager or Directors of the Practice either directly or using the Practice Management Internal messaging system. Any further action on the part of the practice will be at the discretion of The Practice Manager or Directors of the Practice.

If you wish to pursue the complaint further, then please follow the written complaints procedure below.

### **Written Complaints:**

If you wish to make a formal complaint, please put your concerns in writing to:

The Practice Manager  
Milnrow Village Vets  
44-48 Newhey Road  
Milnrow  
Rochdale  
OL16 4EG

The complaint should include a contact telephone number, email and postal address for correspondence.

The complaint will be acknowledged in writing within 5 working days of receipt of the complaint and an investigation launched by the Practice Manager.

A copy of the complaint will be retained in the 'Complaints Folder' on the premises and a record of the complaint will be made on your file on the Practice Management

System. Any follow up to the complaint will also be recorded in the 'Complaints Folder'.

Whenever possible, the Practice Manager will provide a full response within three weeks of the complaint being made. If this is not possible, then you will be made aware of this.

If you are still dissatisfied after the investigation, you may wish to talk directly with the Practice Directors, Mrs Gemma Broome and Mrs Clare Farnsworth.

The Practice may take advice from third parties at any stage when dealing with complaints.

### **Taking a complaint elsewhere:**

In the event that you do not feel satisfied with our attempts at resolution you are entitled to contact the Royal College of Veterinary Surgeons ([www.rcvs.org.uk](http://www.rcvs.org.uk)) and to follow their complaint procedure via the Professional Conduct department.

Tel: 020 7202 0789

Email: [profcon@rcvs.org.uk](mailto:profcon@rcvs.org.uk)

Milnrow Village Vets, 44-48 Newhey Road, Milnrow, Rochdale OL16 4EG  
01706 404002

[info@milnrowvillagevets.co.uk](mailto:info@milnrowvillagevets.co.uk)

Registered office The Copper Room, Deva City Office Park, Trinity Way, Manchester, M3 7BG  
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