



WEAR REFERRALS

WEAR REFERRALS COMPLAINTS PROCESS

At Wear Referrals, we pride ourselves on delivering excellent service. However, should you be dissatisfied with the care or treatment you or your pet has received then you have the right to raise a complaint, have your complaint investigated, and be given a full and prompt explanation.

Most issues can be resolved without you having to make a formal complaint. An informal discussion with a member of the team can often resolve most issues.

MAKING A COMPLAINT

Should you feel that you are unable to resolve any concerns you may have through a discussion with a member of the team or you are not satisfied with the outcome then we would ask you to send an email to info@wear-referrals.co.uk or write to our operations manager at Veterinary Hospital, Bradbury, Sedgfield, Teesside, TS21 2ES

If you feel unable to do this yourself you can ask someone else to do it for you.

You should provide as much information as possible to allow Wear Referrals to investigate your complaint, such as:

- your name and contact details
- a clear description of your complaint giving as detailed an account as possible, including any relevant times and dates
- any relevant correspondence, if applicable

WHEN TO MAKE A COMPLAINT

As soon as possible. Even if your pet is still with us at the hospital.

WHAT TO DO IF YOU ARE UNHAPPY ABOUT THE OUTCOME

If you are unhappy with the outcome of your complaint you can refer the matter to:

Royal College of Veterinary Surgeons
Belgravia House
62-64 Horseferry Road
London
SW1P 2AF

Email: info@rcvs.org.uk
T: 020 7222 2001
F: 020 7222 2004