



LAMOND *veterinary* CLINIC

ALEXIS TRIVINO MRCVS, GPCert(SAS) | RICHARD M SINCLAIR BVM&S, MRVS | HANS LAMBERT MRCVS,
GPCert(SAS)

Complaints Procedure

Our aim is to provide you and your pet with the best possible care. Please let us have your feedback, comments and suggestions so we can endeavour to improve and make our service even better.

We will take any complaints seriously and investigate them in full. All complaints are dealt with in full confidentiality. If you have a concern it is best to raise it as soon as possible as it will make it easier for us to investigate and resolve any matters.

If you have encountered any problems with our services please let us know in confidence:

- In the first instance please tell the person in charge of your pet's care – they may be able to resolve your concern there and then
- If they are unavailable or if you wish to address your concern to the management team please do so in writing by emailing: practicemanager@lamondvet.co.uk or addressing a letter for the attention of Practice Manager.

Our practice manager is Karen Wightman. Please provide the following information:

- Your name, address, contact phone number and email
- The name of your pet
- The date/ time period your concerns relate to
- A brief description of your concerns
- A summary of what, in your opinion, we can do to best deal with your concerns.
- If any of our staff were involved, please provide us with their names

Our practice manager will aim to acknowledge your complaint within 48 hours. Depending on the concerns we aim to investigate and address your complaint within 14 days. If your concerns relate to clinical matters or need escalation, our practice manager will refer this onto one of the Clinical Directors (Richard Sinclair, Alexis Trivino or Hans Lambert).

In the event that your complaint is relating to an Out of Hours service or referral treatment that was not provided by our staff, we would ask you to firstly direct the complaint to the relevant service provider.

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Our governing body, the Royal College of Veterinary Surgeons (RCVS) closely regulates all veterinary professionals. We comply fully with any investigations they may undertake regarding professional conduct. We are also a member of their voluntary accreditation scheme and so we regularly receive inspections and assessments to ensure we meet their rigorous standards, which includes our internal complaints procedure.

The RCVS also fund an independent, voluntary service, the Veterinary Client Mediation Service (VCMS.) The VCMS offer voluntary mediation where there has been no professional misconduct, but a breakdown in relationship. This is voluntary for owners and veterinary practices and is run independently from the RCVS.