



Client Complaint Information Leaflet

Our policy is to offer the highest standards of care and treatment to all the horses entrusted to us, and to deliver excellent customer service to all of our clients. We recruit people that share our values of compassion, knowledge, professionalism and customer focus, and we ask the team to demonstrate those attributes at all times.

We accept, however, that we cannot always meet the client's expectations. If you have a complaint or a concern about the service you have received from our vets, or from any member of the team, please let us know. We are always looking for ways to improve, so please tell us when we fall short of the standards you expect from us.

We will always investigate concerns raised with us, so that we can provide you with a full explanation of what has/has not happened, and why. Whenever it is clear that we have got things wrong, we will not hesitate to offer an apology.

How to complain

Most problems can be sorted out quickly and easily at the time they arise, with the person concerned. This may well be the approach you try first. Where you are not able to resolve your concern in an informal way, please contact Tanya Bricker, Practice Manager, as soon as possible after the problem arises. Our policy is to accept complaints that occurred within the last twelve months, or those where you became aware of the cause for complaint within the last twelve months.

Please email your concerns to:

Tanya.bricker@sussexequine.co.uk or telephone her on 01903 881 141

Or in her absence:

Sarah.rogers@sussexequine.co.uk or telephone 01903 881 140

Tanya will acknowledge your complaint, ensure that it is routed to the appropriate person to investigate your concerns and ensure that a full response is delivered to you by that investigator as quickly as possible. Our policy is that a Director shall investigate any concerns relating to clinical care or treatment of horses and/or any concerns regarding a vet's dealings/communications with a client. Directors may also investigate concerns relating to non-clinicians or the delivery of non-clinical services, or they may ask Tanya or Sarah to act as an investigator.

Complaining for someone else

If you are complaining on behalf of a horse's owner, we will need to know that you have the owner's permission to do so. Please ask the owner to provide written consent for us to liaise with you regarding the complaint.

What we do next

We want to resolve complaints as quickly as possible. We will acknowledge receipt of written complaints within five working days, which we define as Monday to Friday, excluding Bank holidays, and we will explain the timeframe for sending a full response.

We are normally able to investigate and respond in full within 14 working days of acknowledging your complaint. On occasion, for example where relevant team members are on annual leave, we may need up to 20 working days. In all cases, we will keep you informed as to progress so that you know what to expect.

What we do after we have investigated

We try to ensure that we learn from all complaints. We discuss concerns received at team meetings (without mentioning client names) so that we can cascade lessons learned and ensure that the team is aware of any changes to our processes/guidance that we have identified as necessary to avoid similar concerns being raised in the future.

If you remain dissatisfied

If you are not satisfied with the response to your complaint, we offer a meeting with the relevant Director to discuss the matter further with you. You are able to request that the complaint response is referred for a final review by a different Director. In those circumstances, we ask for a further 14 working days to enable that Director to consider all the issues and to then issue our final response.