



Tyndale Vets Ltd, Lower Wick, Dursley, Gloucestershire, GL11 6DD
Telephone 01453 511311
Website: www.tyndalevets.co.uk

Complaints Procedure

Tyndale Vets are committed to providing the highest level of customer service and clinical care.

We would hope that you never feel that our service has been unsatisfactory, however in the event this does occur please bring this directly to our attention to enable us to address such concerns.

Most problems can be resolved quickly and easily by discussing any concerns with our team. Ideally, we would do this face to face or over the telephone. The best person to talk to is normally the person who dealt with the matter. Alternatively, please contact either the Practice Manager or one of the Director team.

If we cannot resolve the issue promptly on the spot or we need to investigate the circumstances further, we may need to get back to you.

If you are not happy with the outcome, you can make your complaint formally, in writing. Please include the following information so that we can carry out a full investigation:

- Your name and address,
- Relevant dates and times,
- Names of staff members involved if known,
- The date and time when it happened,
- An outline of your complaint setting out the facts clearly in the order in which they happened,
- Tell us what you have done about the complaint so far and what response you have received,
- Tell us what you would like us to do.

We will acknowledge your complaint within 5 working days. If you have not received acknowledgement within this time scale, please contact us to ensure that we have received your complaint and that there is no issue with your contact details.

An investigation will be carried out including (where appropriate):

- A review of patient records, treatment and charges,
- Staff interviews,
- A review of phone logs and recordings.

In most cases we hope to give you a full reply within 10 working days outlining the outcome of your complaint.

If you are still not happy, and depending on the nature of the complaint, you may then refer to a governing body. We use all complaints as an opportunity to improve. As a result we try to learn from our mistakes and



incorporate these lessons into procedure changes and continuous business development.

If you have any comments, either positive or negative, then please address them to the Practice Manager.

