WATKINS & TASKER
VETERINARY GROUP

Customer Complaint Policy
(05/07/20)

We aim to provide our clients and their pets with the highest quality veterinary service. If we fall short of the standards that you expect as our client, we aim to deal with the matter as quickly as possible via verbal communication and rapid resolution. We are constantly striving to improve our services, and therefore welcome suggestions from our clients in ways in which we can do so.

In the first instance, we recommend that you come into the practice to talk to us about your complaint and our staff will work with you to find a suitable resolution. The member of staff may refer you to a more senior colleague or request that in order for the issue to be resolved efficiently you write down your complaint.

Letter: Complaint Resolution Team
Watkins and Tasker Veterinary Group
57 High Street
Yatton
North Somerset
BS49 4EQ

Email: F.A.O. Complaint Resolution Team
vets@watkins-tasker-vets.co.uk

An acknowledgement of a letter will be sent within 5 working days of receipt of the letter and an email will be acknowledged within 48 hours. We will then undertake a full investigation as to the complaint and it is worth noting that this can take a little time. However, a full reply regarding the concerns expressed will be sent within 14 working days.

Ultimately it is our aim to reach an agreeable outcome for any complaint received. Each case is handled as an individual and confidential matter. If you were still unhappy with our proposed outcome the complaint can be referred to the Royal College of Veterinary Surgeons, RCVS, who regulate all veterinary practices in the UK.

For further information on how to do this please see: http://findavet.rcvs.org.uk/concerns/