

Complaints procedure

We hope that you will never have recourse to complain about the standard of service delivered by Fitzpatrick Referrals. Occasionally, however, we might not get things right and our service may fall short of the high standards we normally expect. We take all complaints very seriously and investigate each one promptly and fairly, so we can give each complainant a full and considered response.

If you have a concern that you feel requires a detailed investigation and response from us, we ask that you do the following:

Put your complaint in writing (letter/email) and send to Client Care at Fitzpatrick Referrals, Halfway Lane, Eashing, Surrey, GU7 2QQ or email to ClientCare@fitzpatrickreferrals.co.uk

Please include the following information to help us in investigating the problem:

- Your name, address and pet's name
- **What** happened? Tell us about the nature of the complaint
- **When** did this happen
- **Who** was involved
- **What** would you like the outcome to be?

Please let us know how you would prefer to be contacted e.g. letter, phone call, email.

Once we receive your formal complaint, we will:

- Provide acknowledgement within two working days.
- Review your complaint and ask for any further information that we think will be helpful.
- Conduct an investigation into the issues raised in your complaint.
- Consider your complaint in light of any information obtained during our investigation and provide you with a written response within 10 working days of receiving your complaint. In some cases involving a substantial investigation or owing to staff absence it may not be possible to complete our investigations within this period, but we will always keep you informed when this is expected.
- Strive to resolve your complaint to your satisfaction.

If you have a concern, we advise you to use this complaints procedure as we believe this will give us the best chance of putting right whatever has gone wrong. This does not affect your right to approach the Royal College of Veterinary Surgeons if you are dissatisfied with the outcome.