

# Complaints Procedure

Heathfield  
**Vets**  
Caring for all your pets



## *Help us to improve our service to you and your animals*

As a practice we pride ourselves on providing an excellent service to you and your animals. We do, however, realise that occasionally our service may not fully meet your expectations. In order to maintain a high standard of service we want to understand your needs and opinions, and to this end we value your feedback, both good and not-so-good.

### You can help us by:

- Letting us know if you or your animals have particular needs
- Letting us know if your circumstances have changed
- Telling us if you have experienced any problems with our services
- Letting us know what is important to you when you use our services

We take the views of our clients very seriously, and we have put in place procedures to enable you to feedback your comments and suggestions so that we may act on them.

**1. In the first instance**, please talk to the person who is taking care of your animal as they may be able to resolve things very quickly for you.

**2. If you still feel that matter is unresolved**, please contact Sally Clark, our Practice Manager:

Heathfield Vets  
Chimneys  
Hailsham Road  
Heathfield  
East Sussex  
TN21 8NX

**Telephone: 01435 864422**

**email: [info@heathfieldvets.co.uk](mailto:info@heathfieldvets.co.uk)**

You may wish to put all the details in writing so we have a complete understanding of the facts.

If at all possible we will resolve the matter straight away, and if we cannot, we will initiate

**3. Internal investigation.** All the details will be passed to a member of the practice (who has had no dealings with the case) to be thoroughly investigated with the staff members involved.

You will receive a letter with the outcome and proposed solution. If necessary a meeting with you and the investigating Director can be arranged.

Once we have agreed an action plan and that has been put into practice, we will call you to ensure that all is well.

**4. If you are still dissatisfied**, you may ask for a further investigation.

**5. If, having taken all the above steps**, you feel you have a serious complaint of professional misconduct against the practice you may contact:

The Royal College of Veterinary Surgeons  
64 Horseferry Road  
London  
SW1P 2AF

**Heathfield Vets**

**Working together to improve our service to you and your animals.**

**[www.heathfieldvets.co.uk](http://www.heathfieldvets.co.uk)**