

ProVetSurg Complaints Procedure

Our Commitment

At ProVetSurg, we are committed to providing the highest standards of advanced veterinary care and client service. As a peripatetic practice, we work closely with primary care veterinary surgeons and host practices to deliver care for your pet.

If you are dissatisfied with any aspect of the service provided by ProVetSurg, we encourage you to tell us. We take all complaints seriously and will investigate them fairly, promptly and openly.

What We Can Investigate

We can investigate complaints relating to services provided directly by ProVetSurg, including:

- The clinical care provided by our veterinary surgeons.
- Communication with clients or referring practices.
- Our administration and booking processes.
- Invoices or charges issued by ProVetSurg.
- The professionalism and conduct of our team.

If your concern relates to facilities, staff or services provided by the host veterinary practice, we may advise you to contact that practice directly. Where appropriate, and with your knowledge, we will work together with the host practice to ensure your concerns are properly investigated.

How to Make a Complaint

You can contact us by:

- Telephone: **07809 69 00 77**
- Email: info@provetsurg.co.uk

Please include:

- Your name and contact details.
- Your pet's name.
- The referring veterinary practice.
- The date of your appointment or procedure.
- A description of your concerns.
- The outcome you are seeking, if applicable.

What Happens Next?

We will acknowledge your complaint within five working days.

Investigation

Your complaint will be investigated by an appropriate member of the ProVetSurg management team who was not directly involved in the matter wherever possible.

Our investigation may include:

- Reviewing your pet's clinical records and imaging.
- Discussing the matter with the veterinary surgeon and team members involved.
- Liaising with the referring veterinary practice or host practice where relevant.
- Contacting you if we require further information.

Our Response

We aim to provide a full written response within eight weeks.

Our response will explain:

- Our findings.
- Any actions we have taken or propose to take.
- Any steps we have identified to improve our service.
- What further options are available if you remain dissatisfied.

If we require additional time to complete our investigation, we will keep you informed and explain the reason for the delay.

If You Are Still Dissatisfied

If we are unable to resolve your complaint through our internal complaints process, we will provide details of the approved independent mediation service established under the Competition and Markets Authority (CMA) requirements.

ProVetSurg will participate in the mediation process in good faith to help achieve a fair resolution.

Professional Concerns

If your complaint relates to the professional conduct or fitness to practise of a veterinary surgeon or veterinary nurse, you may wish to contact the Royal College of Veterinary Surgeons (RCVS).

Learning from Feedback

We value all feedback and use complaints as an opportunity to improve our services. Complaints are recorded, reviewed and, where appropriate, used to improve our clinical care, communication and administrative processes.

