

# Stoley's Vets

## Complaints handling policy



### Contents

1. Policy Statement
2. How do I give feedback?
3. What information do you need?
4. What if my complaint relates to out of hours service?
5. What will we do when you receive your complaint?
6. General feedback

### 1. Policy Statement

At Stoley's Vets, we are committed to providing the highest standard of veterinary care and client service. We value all feedback—positive or negative—as an opportunity to improve and enhance the experience we offer. We encourage feedback on all aspects of our services and strive to make meaningful improvements whenever opportunities arise. The sooner we are made aware of any concerns, the sooner we can address them—so we welcome prompt contact, even during ongoing treatment.

### 2. How do I give feedback

You can use one of the below methods to contact us:

- **Email:** [info@stoleyssvets.com](mailto:info@stoleyssvets.com)
- **Letter by post:**  
Stoley's vets  
61 – 63 Occupation Road  
Corby, NN17 1EE
- **Written form at reception:** Fill out a feedback or complaints form available at our front desk and hand it to a member of staff.

### 3. What information do we need?

When making a complaint, please provide the following information:

- Your Name and Surname, full address, preferred and convenient contact telephone and email

- The name of your pet
- The date on which you last attended the clinic
- The Practice name and if appropriate the branch visited
- A brief description of your concerns
- A summary of what in your opinion we can do to best deal with your concerns

In general, if you have a concern, it is best to raise it as soon as possible – this will make it easier for us to investigate and resolve any matters, which are still ongoing.

#### **4. What if my complaint relates to out of hours service?**

In the event your complaint is relating to an Out of Hours service or a Referral treatment that was not provided by our colleagues we would ask you to firstly direct the complaint to the relevant service provider. If you are not sure whether this was the case, please ask any of our practice colleagues and we can quickly clarify to whom the complaint should be directed. We would also appreciate it if you could keep us updated on the outcome.

#### **5. What will we do when you receive your complaint?**

We will treat any point you raise in confidentiality. Upon receiving your correspondence, we will acknowledge receipt as soon as practically possible and within 7 working days and may contact you to find out more. Please let us know the most convenient time to contact you. We may need to investigate the matter further before being able to reach a conclusion; if that is the case, we will do our best to investigate it as quickly as possible and will reply to you as soon as we are able. In normal circumstances, we would aim to have addressed your complaint within 14 working days of receiving it or provided an explanation for the delay in meeting this objective.

#### **6. General feedback**

If you have any general comments, please:

Email the practice email address (usually found in our contact page on the website). Alternatively write to the Practice either via post or hand in to reception.

Thank you in advance for taking the time to give us your thoughts.

Signed: Stojanche Kokolanski

MRCVS Practice owner

