



KERNOW
— VETERINARY GROUP LTD —

www.kernowvetgroup.com

Nomansland, Edgumbe Road, Lostwithiel, Cornwall PL22 0DZ

Client Complaints Policy

Making A Complaint

Occasionally we might not get things right and our service may fall short of the high standards both you and the Kernow Veterinary Group team expect. We take all complaints very seriously and investigate each one promptly.

This complaints policy explains what you need to do if wish to make a complaint and what you can expect from us.

How to Complain -

Complaints can be made in several ways;

In Person - Speak to one of our team and they will try to help resolve any problems. If it is an issue that they are unable to resolve themselves they will pass on your concerns to the relevant person, or may request that you detail a complaint in writing should it not be a straight forward matter.

By Telephone – again speak to one of the team either at the surgery you attend or contact our client liaison nurse Kiera on 01208 872254 who will work with you to resolve any problem or who again may ask that you contact us in writing. If it is a farm or equine issue please contact Lucy the unit manager on 01208 76403.

In writing by post or email – Please write to Renay Rickard , Practice Manager, Kernow Veterinary Group, Nomansland, Lostwithiel, Cornwall . PL22 0DZ. Or renayr@kernowvetgroup.co.uk

To help us deal with your complaint more effectively please mark your letter or email 'Complaint' and keep a copy of any correspondence. Please give your full name & address along with any details of your pet or animal.

Please provide us with a daytime telephone number along with the best time to call you.

Please outline your complaint clearly including relevant dates with the facts set out in the order that things happened. Let us know clearly what you would like us to do as a result of your complaint.





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What happens next?

We will try and resolve your complaint as soon as possible, but we may need to contact members of the team which can take a few days if they are not on duty. We may contact you by telephone, email or written letter as appropriate to let you know that we have received your complaint and that we are speaking to the team and gathering information. We will then aim to be back in contact with you within 10 working days. We may be able to resolve any issues in writing or by telephone, or we may ask to arrange a meeting with you.

What can you do if you are not satisfied with our response?

Please contact our governing body the Royal College of Veterinary Surgeons – more information is available

<https://animalowners.rcvs.org.uk/concerns/>

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Registered Office: The Chocolate Factory, Keynsham, BS31 2AU | Tel: 01225 481520
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