

## Refunds and Complaints

### Refunds

Donnington Grove Veterinary Group does not offer a goodwill returns policy. Please note your statutory rights remain unaffected.

### Complaints Procedure

At Donnington Grove Veterinary Group, we are committed to providing the highest standards of care for all our clients and patients. We hope that you will never have cause to complain about the services you receive from our dedicated team but, if the occasion does arise, we aim to manage your complaints in a fair and open manner. Our complaints procedure is in place to ensure that any dissatisfaction is dealt with efficiently and to a satisfactory standard, as well as allowing us to improve our service for the future. We aim to fully resolve all issues where possible, and we hope to maintain good relations with all our clients post complaint.

Following a complaint, please rest assured that all information and details will be handled sensitively, informing only those who need to know and following any relevant data protection requirements.

### Stages of complaint

#### Stage 1

In many cases, a complaint is best resolved by the *person responsible* face to face at the time of the event, so please, if you feel able, raise the problem with the staff member involved at the time. If this method fails and the problem is not resolved at the time, the *person responsible* will inform our Practice Manager

who will investigate and take appropriate action. The Practice Manager will acknowledge complaints within a week, and the acknowledgement will outline who is dealing with the complaint and when you can expect a reply.

Written complaints may also be sent to Donnington Grove Veterinary Group or by e-mail to [info@donningtongrove.com](mailto:info@donningtongrove.com) addressed to the Practice Manager.

**Verbal complaints** may also be made by phone or in person at any of our branches, however, to avoid any misunderstandings we advise these should be followed up in writing if not resolved at the time the complaint is made.

In most situations, you should receive a definitive reply within four weeks. If this is not possible because an investigation has not been fully completed, a progress report will be sent to you, with an indication of when a full reply or resolution will be given.

We also invite you in to the Practice to discuss your complaint face to face with the relevant members of staff; this can be arranged by talking with the Practice Manager who will assist in making mutually convenient date and time to meet.

## **Stage 2**

In the unlikely situation that you are not satisfied with the resolution at Stage One, you are advised to raise your complaint with the Royal College of Veterinary Surgeons (RCVS). The RCVS generally only deal with very serious complaints of professional misconduct, and will not assist with disputes of fees or issues they do not feel fall within their remit. An alternative is to contact the VCMS <http://www.vetmediation.co.uk/>, who can assist using the process of mediation, they offer help and guidance to resolve complaints in a fair, cost efficient manner that is unbiased and non-judgemental. VCMS works with both parties to try and reach a solution that is acceptable to both the client and veterinary professional. The service is funded by the [Royal College of Veterinary Surgeons](#) which regulates all veterinary surgeons and veterinary nurses practising within the UK.

Information about the kind of complaints the RCVS can involve itself in and what process to follow can be found on their website at [www.rcvs.org.uk/concerns](http://www.rcvs.org.uk/concerns).