

## The George Veterinary Group

### **Making a complaint**

The George Veterinary Group aims to provide a high quality and efficient service to every client, pet, and animal, every time. We strive to uphold our values – Compassion, Respect, Integrity, Sustainability, Progression and Care – in every interaction.

With this in mind, we are committed to dealing with complaints promptly and openly. It's imperative to us that we understand what has happened so that we can learn and improve from every experience.

#### How do I make a complaint, and what will you do?

In the event that we are unable to resolve an issue at the time it happens, you are welcome to raise a formal complaint.

At the bottom of this page, there is a link to an email directly to our Customer Service Lead, who is the first point of contact for any complaint. Please include as much information as possible as this will help us investigate quickly and thoroughly. Once your email is received, we aim to deal with it within the following timeframes:

**By the end of the next working day** we will acknowledge your email, with a summary of our understanding of the issue(s), and let you know how we will be dealing with it.

**Within 3 working days** we will have contacted you again with an update, and to ask any questions we may have that will help us to investigate.

**Within 15 working days** we will have come back to you with a full response, or a second update explaining why we do not yet have a full response, and a timeline within which you can expect it.

**If you are not happy with the full response**, you can ask for a director to review your complaint and the investigation. In this case, we will aim to get back to you **within a further 15 working days**, or let you know if this is not possible, and let you have a revised timeline.

### **[Email Customer Service Lead](#)**