



Complaints Policy

June 2023

Policy

At Bowland Vets Ltd our aim is to provide you and your pet with the best possible service and care whilst remaining in line with our professional code of conduct set by the Royal College of Veterinary Surgeons and the Financial Conduct Authority's (FCA) Treating Customers Fairly (TCF) initiative Principle 6. Our priority is to ensure the health and welfare of the animals we care for.

We encourage feedback regarding our services and strive to make improvements where and when opportunities arise.

How do I give feedback?

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

1. **Tell us in person** – In the first instance we would encourage you to tell a member of our team; they may be able to resolve your concern there and then.
2. **Telephone** us on 01254 311311 to discuss your concern.
3. **Email us** at hello@bowlandvets.co.uk
4. **Write to us** at Bowland Vets Ltd, Unit 50, Mitton Business Park, Mitton Road, Whalley, Lancashire, BB7 9YE.

What information do we need?

When making a complaint, please provide the following information:

- Your name, address and preferred and convenient contact telephone and email
- The name of your pet
- The date on which you last attended the practice
- A brief description of your concerns
- A summary of what in your opinion we can do to best deal with your concerns and resolve the matter.

If you have a concern, it is best to raise it as soon as possible to make it easier for us to investigate and resolve the matter.

What if my complaint relates to out of hours service?

In the event your complaint is relating to treatment at Armac Out of Hours Vets or a Referral Centre where treatment was not provided by Bowland Vets Ltd we would ask you to firstly direct the complaint to that Veterinary Practice. If you are not sure who the complaint should be directed to please speak to a member of our team to clarify. We would also appreciate it if you could keep us updated on the outcome.

What if my complaint refers to the credit facility?

If your complaint is related to the provision of interest free credit please approach the provider, Care Free Credit directly. Contact details are available on their website www.carefreecredit.co.uk. If it has taken Care Free Credit more than 8 weeks to resolve your complaint, or you are not satisfied with their decision, then you are entitled to take your case to the Financial Ombudsman Service, which is a free service that resolves disputes between customers and financial services institutions. Please be aware that you need to contact the Financial Ombudsman Service within 6 months of Care Free Credit's final response letter.

You can contact the Financial Ombudsman Service by:

Phone: [0800 0234 567](tel:08000234567)

Web: www.financial-ombudsman.org.uk

Email: complaint.info@financial-ombudsman.org.uk

What will you do when you receive my complaint?

Upon receiving your initial correspondence, one of the directors will acknowledge receipt as soon as practically possible, but always within 7 working days. They may contact you to find out more information regarding your concerns. Please let us know the most convenient time and method 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 look into your concerns 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.

What if I am unhappy with the outcome?

If you are not satisfied with the outcome of this process, we would urge you to reply to the correspondence we have sent so that we may review your ongoing concerns.

Alternatively you may contact the appropriate external bodies such as the Veterinary Client Mediation Service (www.vetmediation.co.uk) or the Royal College of Veterinary Surgeons (<https://www.rcvs.org.uk/home/>).

General feedback

If you have any general comments please:

Email the practice on hello@bowlandvets.co.uk

Bowland Vets Ltd, Mitton road Business Park, Whalley, Lancashire BB7 9YE
Company number 14226450