

Complaints Policy

Informal Feedback and Concerns

If you would like to provide feedback or have a concern that needs resolving, we invite you to make contact with our colleagues directly at the clinic where your pet was treated. This will often be the quickest way to resolve any concerns.

Formal Complaints

If you have a concern that requires a written response from a manager, we ask that you submit a formal complaint. To ensure that your complaint is captured accurately and reaches the appropriate manager quickly, our preferred method for making formal complaints is via our online complaint form available at www.goddardvetgroup.co.uk/making-a-complaint/

You may alternatively email us via feedback@goddardvetgroup.co.uk or write to us at the following address: Goddard Veterinary Group, Claygate House, Manor Road, Woodford Green, Essex, IG8 8BX.

If you choose to email or write to use please provide as much detail as you can in your complaint, including;

- Your name and contact details.
- Your pet's name.
- The nature of your complaint, in a clear and concise manner.
- What you would like to happen to resolve the complaint.

Once we receive your formal complaint, we will:

1. Provide acknowledgement within three working days.
2. Review your complaint and ask you for any further information that we think will be helpful.
3. Conduct an investigation into the issues raised in your complaint. We will provide you with a direct contact point and a reference number for updates during our investigation.
4. Provide you with a response within 15 working days of receiving your complaint. Where this is not possible in cases requiring a substantial investigation or owing to colleague absence, we may need to extend the timeline. We will keep you informed if this is necessary.

Requesting a Review

If our response to your complaint does not resolve the matter to your satisfaction, you have the right to request a review by a Director. To request a review, please contact us as described above, setting out the reasons you wish the outcome of your complaint to be reviewed, and the alternative outcome you are seeking. A Director will review your request and provide a response within 15 working days.

Mediation

The Director review of your appeal is the final step in our internal complaints process. Once a Director has issued their response we will be unable to enter into any further correspondence regarding your complaint. In the event that you remain dissatisfied, you have the right to request mediation by the Veterinary Client Mediation Service who can be contacted via www.vetmediation.co.uk or 0345 040 5834.