

## Complaints Procedure for Cheshire Veterinary Dermatology

At **Cheshire Veterinary Dermatology**, we are committed to delivering the highest standard of care to our clients and their animals. We understand that sometimes things don't go as expected, and we welcome the opportunity to resolve any concerns you may have in a prompt, fair, and constructive manner.

### Step 1: Informal Resolution

We encourage clients to raise any issues as soon as they arise. Speaking with a member of our team—whether a veterinary surgeon, nurse, or receptionist—often resolves matters quickly and informally.

### Step 2: Formal Complaint

If you remain dissatisfied, please submit a formal written complaint within 28 days of the incident. You can send this to:

- **Email:** [reception@cheshireveterinarydermatology.co.uk](mailto:reception@cheshireveterinarydermatology.co.uk)
- **Post:** Cheshire Veterinary Dermatology, Unit 5-6 Dalby Court, Gadbrook Business Centre, Gadbrook Park, Northwich CW9 7TN

Please include your name, contact information, the details of your concern (including relevant dates and names, if known), and what outcome you are seeking.

### Step 3: Investigation

We will acknowledge your complaint within **10 working days** of receipt. The Directors or a senior team member not directly involved in the matter will investigate thoroughly. A full written response will be provided within **28 working days**, outlining our findings and any proposed resolutions.

### Step 4: Independent Mediation and External Bodies

If you are not satisfied with our response, you may consider mediation via the **Veterinary Client Mediation Service (VCMS)**—a free and impartial service supported by the Royal College of Veterinary Surgeons (RCVS).

- Website: <https://www.vetmediation.co.uk>

For serious professional concerns, you may contact the **RCVS** directly:

- Website: <https://www.rcvs.org.uk>
- Phone: 020 7202 0789
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### Additional Information

For complaints relating to veterinary medicines, please contact the **Veterinary Medicines Directorate (VMD)** via <https://www.gov.uk/vmd>. Clients also retain rights under the **Consumer Rights Act 2015**, and may seek advice from **Trading Standards** on issues such as pricing, advertising, or negligence.

We appreciate all feedback, which helps us improve the service we provide.