

Complaints Policy

Suggestions and complements

If you have a suggestion on how we can improve our service, a compliment, or a concern we want to hear from you.

Concerns

If you have any concerns or questions about our care let us know.

1. Raise your concern or question with the person in charge of your animal's care, they may be able to immediately resolve your concern. If they are unavailable, discuss your concern with another member of the team.
2. Write to us. Please address your correspondence to our Client Care Manager by emailing Reception@BroadwayVetGroup.co.uk, please include the following information:
 - Your Name
 - Your contact email and phone number
 - Your pet's name
 - Date of incident
 - Describe the nature of your concerns and how we can resolve this for you.

We will aim to acknowledge your correspondence within 5 working days. In some cases, we may need to carry out further investigation. In such cases, we will endeavour to respond to your concern within 28 working days and if we are not able to address your concern within this timeframe, we will let you know.

3. If you are not satisfied with the written response from us, then you may raise your concerns by emailing the Practice Manager.

Supporting the people and animals of our community.