

Complaints Procedure

We're Here for You and Your Pet

We always do our very best to make sure you and your pet receive the highest level of care and attention. But if there's ever a time when things don't go quite to plan, please let us know - we really appreciate the chance to make things right and learn from your experience.

We're committed to caring for your pets with compassion and professionalism. Our team follows the standards set by the Royal College of Veterinary Surgeons (RCVS), and your feedback means a lot to us.

How to Get in Touch

If something hasn't gone as expected, please reach out — we'd much rather talk about it and find a solution together.

Here's how you can contact us:

Speak to the person caring for your pet – this may be the vet or nurse -they might be able to resolve things straight away.

If they're not available, please let a member of our **reception team** know, and they'll make sure your query is escalated to the right person.

If you prefer to put it in writing, please address your email to our Practice Operations Manager at felicitys@broadwayvetgroup.co.uk or send a letter to-

Felicity Share

The Broadway Veterinary Group

Unit 1

The Links

Herne Bay

Kent

CT6 7FE

When getting in touch, please include the following details:

- Your name and contact information
- Your pet's name
- The date of your visit

- A short description of what happened and how you feel we can put it right.

It's always best to get in touch as soon as possible -that way, we can look into things quickly and resolve them efficiently.

If your concern relates to the out of hours service provider we use, or a practice we have referred you to, we'll be happy to help you find the right contact details so you can reach them directly.

What Happens Next?

We'll treat your feedback confidentially and with care. Once we receive your message, we'll:

- Acknowledge it as soon as possible — generally within 7 working days
- Get in touch if we need a bit more information (or just to let you know that we're working on it)
- Investigate and respond as quickly as we can — usually within 28 days If it takes longer, we'll keep you updated every step of the way.

Our goal is always to resolve your concern fairly, openly, and as quickly as possible.

Need a Bit More Help?

If you're unhappy with the outcome or would like independent advice, you can contact:

- The Veterinary Client Mediation Service (VCMS) – www.vetmediation.co.uk
- The Royal College of Veterinary Surgeons (RCVS) – www.rcvs.org.uk

We truly appreciate you taking the time to share your feedback — it helps us grow, improve, and continue providing the best possible care for you and your pets. 🐾