The Sidings Veterinary Surgery

Making a complaint

The Sidings Veterinary Surgery aims to provide the highest quality care and an efficient service to every client, pet, and animal. We strive to uphold our values – compassion, respect, integrity, sustainability, progression and care.

We are committed to dealing with complaints promptly and thoroughly. It is important to us that we can learn and improve from every experience.

How do I make a complaint, and what will you do?

In the event that we are unable to resolve an issue at the time it happens, you are welcome to raise a formal complaint.

Please direct any complaint to admin@thesidingsvets.co.uk. This will be forwarded on to one of our partners who will endeavour to deal with your complaint promptly. Please include as much information as possible as this will help us investigate quickly and thoroughly. We aim to deal with a complaint within the following timeframes:

- **By the end of the next working day** we will acknowledge your email, with a summary of our understanding of the issue(s), and let you know how we will be dealing with it.

- **Within 3 working days** we will have contacted you again with an update, and to ask any questions that may help us to investigate.

- **Within 15 working days** we will have come back to you with a full response, or a second update explaining why we cannot yet provide a full response, and a timeline within which you can expect it.

If you are not happy with the full response, you can ask for a partner to review your complaint and the investigation that has been conducted **within a further 15 working days**, or let you know if this is not possible, and provide a revised timeline. We will endeavour to conduct this review and revert back to you.