



20 Ashley gardens
Rusthall KENT TN4 8TU
Ph 01892 511715, www.rusthallvets.co.uk
rusthallvetsurgery@btconnect.com

Complaints and resolution procedure

Step 1: Raise your concerns.

If a general misunderstanding or uncertainty has arisen please email the practice or ring to speak to a receptionist.

If the concern has not been resolved then

Step 2: Complain to the practice.

Contact the practice manager (Ian Robertson) or the treating vet in writing.

This could be by post or email to the address above.

Include you pet's name, the owners details , your details and relation to the owner if you are not the owner, clear details of the issue, and what resolution you want and your contact details (phone , email , address)

The clinic will acknowledge your communication within 5 days and hope to reply within 7-28 days to enable investigation.

Step3 :use mediation.

If you are still unhappy with the response you can contact the Veterinary Client mediation service at www.vetmediation.co.uk/complaints

Or Veterinary client mediation service, 6Market Square, Bishop's Stortford, Hertfordshire, CM23 3UZ, phone 0345 040 5834

Ideal for sorting out refunds, costs , apologies or explanations

Step4: report to the regulator (RCVS)

Contact the Royal college of Veterinary Surgeons only for severe profession misconduct (such as dishonesty, animal abuse ,or gross negligence).

Note that the RCVS cannot award financial compensation, issue refunds, or fine the vet

Other recourse your local citizens advice bureau may be able to help
(www.citizensadvice.org.uk)