

Complaints Policy

Willows is committed to providing an excellent service and the highest standards of patient care. One of the ways in which we can continue to improve is by listening and responding to the views of our clients and referring veterinary surgeons - this includes responding positively on the occasions when expectations are not met. We hope that we will always be given the opportunity to address any concerns, most of which can be sorted out easily and quickly, often at the time they arise and directly with the person concerned.

If, however, the problem cannot be resolved immediately, please speak to our Client Care Manager or Practice Manager, either in person or by telephone on 0121 712 7070. They will hopefully be able to address your concerns personally and promptly. If this is not possible they will clearly explain any further action necessary including time frames. If you are still not satisfied, please put your concerns in writing to The Practice Manager, Willows Veterinary Centre & Referral Service, Highlands Road, Shirley, Solihull, B90 4NH.

Please be aware that if you leave things too long after the event, it may be impossible to investigate the complaint properly; therefore it is always best to alert us to any concerns you may have at the time. To help us to help you, please provide as much detail as possible with regards to dates, times, personnel involved and the nature of the complaint and the outcome you are hoping for.

All written complaints will be acknowledged within five working days, detailing the proposed actions, how we will keep you updated and the timescales involved. The time from complaint to resolution can vary depending on the individual circumstances, availability of personnel and complexity of the problem.

If we do not succeed in resolving the problem to your satisfaction, you should contact the professional conduct department of the Royal College of Veterinary Surgeons at Belgrave House, 62-64 Horseferry Road, London SW1P 2AF.

Please note that to maintain a quality service, we may monitor or record phone calls.