

Glebe Veterinary Surgery – Complaints Procedure

At Glebe Veterinary Surgery, we strive to provide the highest standards of care and service to you and your pets. If you are ever dissatisfied with any aspect of our service, we encourage you to let us know so we can address your concerns promptly and fairly.

1. Raising a Concern Informally

We recommend that most concerns be raised informally in the first instance. Often, issues can be resolved quickly through a discussion with a member of our team.

- Speak with the team member involved or ask to speak to the Practice Principal - Orla McGinn
- We will listen carefully, try to resolve the issue immediately, or take prompt steps to investigate further.

2. Formal Complaint Submission

If your concern cannot be resolved informally or you wish to make a formal complaint, please do so in writing.

You can contact us by:

- **Email:** inbox@glebevets.co.uk
- **Post:** Orla McGinn, Glebe Veterinary Surgery, Lezant, Launceston, PL15 9PP.

Please include:

- Your full name and contact details
- The name of your pet
- A clear description of your complaint
- Relevant dates, names, or supporting evidence

3. Acknowledgement

- We will acknowledge receipt of your complaint within **3 working days**.

- If further investigation is required, we aim to provide a full response within **10 working days**. If more time is needed, we will keep you informed of the progress.

4. Our Investigation

- Orla McGinn or a senior member of the team will investigate your concerns impartially.
- We may contact you for further details or to arrange a meeting to discuss the matter.
- All complaints will be handled confidentially and in line with data protection legislation.

5. Outcome

- You will receive a written response detailing our findings, any actions taken, and, where appropriate, an apology or explanation.
- We value all feedback and use complaints to review and improve our services.