

## Complaints Procedure – Durham Equine Practice

We are always keen to hear feedback from our clients so we can monitor and improve the service we provide. We hope that clients feel able to speak to us directly when standards of care and service exceed, or fall below, expectations.

The owners of Durham Equine Practice, Nicola and Richard Endersby, review all comments received from clients and the information is then forwarded to the appropriate member of staff. In this way, we can strive to continuously improve the quality of the service that we offer.

### How to complain:

We take complaints very seriously. Please contact the office and raise the matter with a member of staff. That staff member will speak to management and get back to you within three working days, wherever possible, with the next step.

If we are unable to settle your complaint the owner of the Practice will call you to discuss the matter further. If that is not satisfactory, we kindly request that you put your complaint in writing and post or email it to the practice.

We hope that most problems can be sorted out quickly and easily. If your problem cannot be sorted out in this way and you wish to make a written complaint, we would like you to let us know as soon as possible.

- Complaints concerning our team/procedures or treatment of your horse during a visit to your yard / home should be addressed to Nicola Mason MRCVS

- Complaints regarding fees or any other concerns should be addressed to Richard Endersby as soon as possible after receipt of the invoice.

They can be emailed to [vet@durhamequine.co.uk](mailto:vet@durhamequine.co.uk) or posted to: Durham Equine Practice, The Granary, Croxdale Hall, Co Durham, DH6 5JP.

### What we shall do:

We shall endeavour to acknowledge your complaint within three working days, and aim to have reviewed your complaint within ten working days of the date that we received it. We will then be in a position to discuss it and deliver the best outcome for all involved.

Our aim is to do our best for you and your horse. We rely on feedback to provide the best possible service. If you are unhappy, please let us know. We cannot solve a problem if we are unaware of it, so please always tell us. Your custom is very important to us and we appreciate your cooperation in these instances.