



Comments, Complaints and Compliments

Our Commitment

We want you to be absolutely satisfied with the service provided. The Queen's Veterinary School Hospital (QVSH) takes comments, complaints and compliments seriously. The QVSH staff will treat all parties to a complaint with respect, and we expect the same in return. We appreciate that concerns may involve highly emotive matters, however we have a zero-tolerance policy when it comes to abuse of our staff and students.

How do I make a comment, complaint or compliment?

If you would like to make a comment, complaint or compliment about any aspect of the service provided by the QVSH please Email: hospital@vet.cam.ac.uk or send a letter to:

The Queen's Veterinary School Hospital
Department of Veterinary Medicine
University of Cambridge
Maddingley Road
Cambridge, CB3 0ES

A complaint will be investigated in accordance with the QVSH procedures.

Complaints Procedure

Step 1

Please contact the clinician dealing with your case in the first instance, on 01223 337621 or at the address given above. If you are not satisfied with the response, then:

Step 2

Please contact Joanne Faller, Clinical Services Manager at the QVSH address given above, or Email: hospital@vet.cam.ac.uk. A written acknowledgement will be provided within four working days and a reply within ten working days.

If your complaint involves a more complex matter and needs an in-depth investigation and this timescale cannot be met, we will write to tell you and provide a revised date of response.

Step 3

If you are unhappy with the response, you may contact:

Veterinary Client Mediation Service (VCMS) - VCMS uses mediation to resolve disputes between veterinary professionals and their clients. You can learn more about VCMS by visiting [the VCMS website](http://thevcmswebsite.com), or by contacting them directly on **0345 040 5834** or enquiries@vetmediation.co.uk.

Royal College of Veterinary Surgeons (RCVS) can be contacted by visiting their website [RCVS website](http://rcvswebsite.com) or by contacting them directly on **020 7202 0789**.