



Comments, Complaints and Compliments

Our Commitment

We want you to be absolutely satisfied with the service provided. The Queen's Veterinary School Hospital takes comments, complaints and compliments seriously.

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 Queen's Veterinary School Hospital 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 Queen's Veterinary School Hospital procedure.

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 Queen's Veterinary School Hospital address given above, or Email: hospital@vet.cam.ac.uk.

A written acknowledgement will be provided within 4 working days and a reply within 10 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 the Royal College of Veterinary Surgeons, Belgravia House, 62-64 Horseferry Road, London, SW1P 2AF