



Complaints Policy

1. Introduction

At Equi' ARTs Ltd., we are committed to providing the highest standard of care for our patients and excellent service to our clients. We understand, however, that there may be occasions when our service does not meet your expectations. If this happens, we encourage you to let us know so that we can address your concerns promptly and effectively.

This complaints policy outlines how we handle complaints and demonstrates our commitment to continuous improvement.

2. Purpose

The purpose of this policy is to ensure that all complaints are handled:

- Fairly and impartially.
- Confidentially.
- Promptly and transparently.
- In accordance with all relevant UK legislation and regulatory requirements.

3. How to Make a Complaint

We encourage clients to raise concerns as soon as possible so that we can resolve them swiftly. Complaints can be made:

- **In Person:** Speak directly to a member of our team at the practice.
- **By Phone:** Call us
- **By Email:** Email us
- **In Writing:** Address your complaint to Dr Irma Rosati and send it to Equi' ARTs Ltd, West Newton. Zeal Monachorum. Devon. EX17 6LL

4. What to Include in Your Complaint

To help us investigate your complaint efficiently, please provide:



- Your full name and contact details.
- Details of your horse or horses
- The date/s and approximate time/s of the incident or issue.
- A clear description of your concern.
- Any supporting evidence (e.g., receipts, correspondence, photographs).

5. Our Complaints Process

1. **Acknowledgment:** We will acknowledge your complaint within 5 working days of receipt.
2. **Investigation:** A senior member of our team will investigate your concerns. This may involve reviewing records, speaking with staff, or consulting veterinary professionals.
3. **Response:** We aim to provide a detailed response within 14 working days of acknowledging your complaint. If the investigation takes longer, we will inform you of the reasons for the delay and provide an updated timeline.
4. **Resolution:** If appropriate, we will offer solutions or remedies, which may include an explanation, an apology, or corrective action.

6. Escalation Process

If you are not satisfied with our initial response, you may escalate your complaint:

- **Stage 1:** Request a review by a practice director.
- **Stage 2:** If you remain dissatisfied, you may contact the Royal College of Veterinary Surgeons (RCVS) for further advice. Visit www.rcvs.org.uk or call [insert RCVS contact number] for more information.

7. Confidentiality

All complaints will be handled with discretion and confidentiality. Information will only be shared with relevant staff members and, where necessary, external bodies such as the RCVS.



8. Record Keeping

We maintain a log of all complaints, including details of the issue, actions taken, and outcomes. This helps us monitor trends and identify areas for improvement.

9. Continuous Improvement

We regularly review and analyse complaints to enhance our services and client experience. Feedback is invaluable in helping us provide the best possible care for our patients.

Thank you for helping us maintain the high standards we strive to achieve at Equi' ARTs Ltd.