Should you need to make a complaint

We hope you should never need to make a complaint, however if an occasion arises where you are not satisfied with the service you have received at any of our surgeries please follow the below procedure.

Most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. If your problem cannot be sorted out in this way, and you wish to make a formal complaint, we would like you to let us know in writing as soon as possible – ideally within a matter of days or at the most a few weeks – because this will enable us to establish what happened more easily. Regrettably, we are unable to investigate complaints made more than 6 months after the event. Please include the following information to assist us in investigating the problem.

- **Why** – the nature of the complaint/problem
- **Where** – which branch you are making a complaint about
- **When** the problem occurred
- **Who** – which staff were involved
- **What** you are hoping for as an outcome

Complaints should be addressed to the Practice Manager at our main branch in Kirkcaldy.

What we will do

We will acknowledge your complaint within 5 working days of receipt, telling you who is dealing with your complaint and when you can expect to receive a reply. In most cases we hope to give you a full reply within fifteen working days but if it is going to take longer, we will get in touch with you to let you know what is happening. We will then be in a position to offer you an explanation, and/or the results of our investigation.

What to do if you are still unhappy

We hope that if you have a problem you will use our practice complaints procedure. We believe this will give us the best chance of putting right whatever has gone wrong and is an opportunity to improve our practice. This does not affect your right to approach the Royal College of Veterinary Surgeons if you are dissatisfied with the results of our investigation.