Wales Veterinary Science Centre (WVSC) is the trading name of Aberystwyth Animal Health Laboratory Ltd.

**Introduction**

- WVSC is committed to providing high quality services to customers. Taking complaints seriously.
- WVSC uses feedback, which may be positive in the form of plaudits or negative in the form of complaints or expressions of dissatisfaction, to help improve services.
- Complaints help the WVSC to identify weaknesses in the services provided and highlights how WVSC can continually improve our operations and procedures.

**What is a complaint?**

- A complaint is defined as an oral or written expression of dissatisfaction or concern about services provided by WVSC, or about actions or lack of actions by WVSC or WVSC staff.
- We take all complaints seriously and aim to resolve them promptly and with fairness, to the satisfaction of all parties.
- A complaint may be raised about any aspect of services provided by WVSC.

**How to make a complaint**

You can contact WVSC by telephone, email or letter or you can complain in person using the following contact details:

Wales Veterinary Science Centre  
Y Buarth  
Aberystwyth,  
SY23 1ND  
01970 612 794  
enquiries@wvsc.wales

Please include as much detail as possible in your complaint to enable a thorough investigation and a timely resolution. Set out the facts as fully as possible to include:

- the date and test service in question (e.g. post mortem, parasitology)
- WVSC case reference
- any information you have regarding WVSC staff members involved in your case
- any prior contact you had with WVSC
- what you felt went wrong
- how you would like to see the issue resolved

Please also provide your contact details and let us know how you would prefer us to contact you.
Complaints Procedure

- Receipt of your complaint will be acknowledged by telephone, or in writing by email or letter.
- If your complaint cannot be resolved immediately, we would aim to reach a satisfactory resolution within 15 days.
- If your complaint cannot be resolved within 15 days we will contact you to advise you of the action we are taking and agree a new timescale for a resolution.

Further Action

If you are dissatisfied with the resolution of your complaint by WVSC you make wish to refer your complaint.

For complaints against a member of Veterinary Staff, please contact:

Royal College of Veterinary Surgeons
Belgravia House,
62-64 Horseferry Road,
London,
SW1P 2AF
enquiries@rcvs.org.uk
020 7202 0789

For all other complaints, please contact our board of directors:

The Directors of Aberystwyth Animal Health Laboratory Ltd
Gorseland
North Road
Aberystwyth
SY23 2WB