

QUALITY PROCEDURE

Complaints Handling Procedure at the Wales Veterinary Science Centre

Form	QP05a
Edition No.	001
Issue Date	08/05/19
Issued By	J. King

This document is to be made available to any interested party on request

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.

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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 may 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