

ROYAL VETERINARY COLLEGE RAISING A CONCERN

The Royal Veterinary College (RVC) is committed to providing clinical services of the highest standard and so we welcome customer communication and feedback. If you have a concern or are dissatisfied with our service, please contact us as soon as possible. We will proactively work with you to resolve your concerns.

You can contact us in a number of ways:

Face-to-face:

- If you have a concern with the clinical service you received from the RVC, please in the first instance please talk to the RVC veterinary surgeon caring for your animal. They are often in the best position to answer any questions you may have
- If your concern relates to a non-clinical aspect of our service, or you would rather speak to someone who has not been directly involved with the care of your animal, please speak to a member of our reception team who will direct you to an appropriate person
- If you would like to discuss your concerns in more detail, we are happy to arrange meetings with relevant members of our team

Telephone:

- Please contact our customer care team on:
 - RVC Small Animal Referrals : +44 (0)1707 666399
 - RVC Equine: +44 (0)1707 666297
 - Beaumont Sainsbury Animal Hospital: +44 (0)20 7387 8134
- If we are unable to put you through to your veterinary surgeon or the relevant manager directly, please leave a message. Please tell us your name and your animal's name together with daytime contact details and a brief description of your concern. We will return your call within 2 working days

In writing:

- You can also put your concern in writing, via email or post:
 - RVC Small Animal Referrals : QmhaCustomerCare@rvc.ac.uk
Client Liaison Manager, Queen Mother Hospital for Animals, Royal Veterinary College, Hawkshead Lane, North Mymms, Hertfordshire AL9 7TA
 - RVC Equine: equinereception@rvc.ac.uk
Operations Manager, RVC Equine, Royal Veterinary College, Hawkshead Lane, North Mymms, Hertfordshire AL9 7TA
 - Beaumont Sainsbury Animal Hospital: beaumont@rvc.ac.uk
Client Services Manager, Beaumont Sainsbury Animal Hospital, Royal Veterinary College, Royal College Street, London NW1 0TU

- To help us investigate your concern, please provide us with the following information:
 - Your name and full contact details
 - Your animal's name, species, breed and age
 - A clear description of your concern
 - Copies of any relevant supporting documentation (if applicable)
 - Details of the outcome you would like to see
- We will acknowledge your email or letter within five working days
- We will instigate a thorough investigation immediately. We will ask all those involved to provide a statement detailing their version of events. This allows us to produce a detailed chronology to gain a full picture of what happened. We will write to you within four weeks. If our investigation is complete the letter will detail our final response. If we have determined that more in-depth research is required we will advise you of this and we will have a maximum response time of 8 weeks to answer your concerns in full.
- If, in exceptional circumstances, our investigation is still not complete, we will explain our position and let you know when we expect to be able to provide a final response
- We may not always provide the answer you are looking for, but we will make sure we offer a clear explanation for our decision

If you remain unhappy:

If you are dissatisfied with our response, you can ask The Royal College of Veterinary Surgeons (RCVS) for an independent review. The RCVS register veterinary surgeons and veterinary nurses to practise in the UK, and regulate their educational, ethical and clinical standards.

The RCVS has a responsibility to investigate all concerns raised with them about veterinary surgeons and registered veterinary nurses (RVNs).

The contact details for the RCVS are:

Royal College of Veterinary Surgeons
 Belgravia House,
 62-64 Horseferry Road,
 London
 SW1P 2AF

Telephone: 020 7202 0789

Website: <https://animalowners.rcvs.org.uk/concerns/>

The RCVS also offers a mediation service:

Telephone: 0345 040 5834

Email: enquiries@vetmediation.co.uk

Website: <https://animalowners.rcvs.org.uk/concerns/veterinary-client-mediation-service/>