Complaints Procedure

If there is a concern or a complaint the team members present at the branch will try to resolve the issue at the time.

If this is not possible it will be escalated to a member of the senior team available on the day. This person may be at a different branch and may not be immediately available.

If the concern is regarding invoices, finances or insurance the complaint is re-directed to the relevant department

admin@tamesideveterinaryclinic.co.uk or
insurance@tamesideveterinaryclinic.co.uk

If the complaint cannot be resolved the client is directed to put their complaint into writing using feedback@tamesideveterinaryclinic.co.uk

Complaint Escalation

Unfortunately, on occasion we may not be able to resolve the complaint to your satisfaction within our practice and in such circumstances, you may wish to have your complaint escalated for review by a more senior manager within our company:

Requests for review of a complaint must be in writing via

Complaints Manager,
VetPartners,
Spitfire House, Aviator Court, Clifton Moor, York YO30 4UZ.
complaint.manager@vetpartners.co.uk