



Complaints Handling Policy

Team Ralph is committed to providing a high-quality, compassionate veterinary service to all our clients. When something goes wrong, we need you to tell us about it. This will help us to improve our standards. In the event that you are dissatisfied with any aspect of the service that we have provided you, please follow the procedure set out below:

1. In the first instance, we would encourage you to discuss your concerns with the person that you are dealing with at the time. This may help to resolve the matter quickly and easily.
2. If the matter remains unresolved, or if you would prefer to speak with a member of the team who is not directly involved with your case, then please email our Complaints Handling team at complaints@theralph.vet. A member of the team will contact you within 1-2 working days for an informal discussion of your concerns. This may be via phone call or email.
3. If you remain dissatisfied and would like to submit a formal complaint, then please send a further email to the Complaints Handling team at complaints@theralph.vet. Please include the following information to help us investigate your complaint:
 - a. Your name and your pet's name.
 - b. Tell us about the nature of the complaint.
 - c. When did this happen?
 - d. Who was involved?
 - e. What would you like the outcome to be?
4. Once a formal complaint has been received, we will aim to acknowledge your complaint within three working days and we will let you know who will be investigating your complaint. In most cases we hope to give you a full reply within 21 days. In the minority of cases it might take longer than this, in which case we will contact you to give you a reasonable time frame to expect our response.



5. The Ralph believes that the best place to resolve complaints is with us here at the practice. We hope to resolve any of your concerns through our internal complaints procedure. If however you remain dissatisfied, you can contact external bodies such as the Veterinary Client Mediation Service (provided by the Royal College of Veterinary Surgeons) or the Royal College of Veterinary Surgeons itself.
6. Please note that in the case of a formal complaint, we may share your information with our insurers, indemnity providers or other professional advisors, if we believe that this will enable us to resolve your complaint more effectively.