



Client Complaint Information Leaflet

Our policy is to offer the highest standards of care and treatment to all the horses entrusted to us, and to deliver excellent customer service to all of our clients. We recruit people that share our values of compassion, knowledge, professionalism and customer focus, and we ask the team to demonstrate those attributes at all times.

We accept, however, that we cannot always meet clients' expectations. If you have a complaint or a concern about the services you have received from our vets, or from any member of the team, please let us know. We are always looking for ways to improve, so please tell us when we fall short of the standards you expect of us.

We will always investigate concerns raised with us, so that we can provide you with a full explanation of what has/has not happened, and why. Whenever it is clear that we have got things wrong, we will not hesitate to offer an apology.

How to complain

Most problems can be sorted out quickly and easily at the time they arise, with the person concerned. This may well be the approach you try first. Where you are not able to resolve your concern in an informal way, please contact Tanya Bricker, Practice Manager, as soon as possible after the problem arises. Our policy is to accept complaints that occurred within the last twelve months, or those where you became aware of the cause for complaint within the last twelve months.

We have included at the end of this leaflet a form that captures the information that is helpful to us in investigating concerns. If you are unable/unwilling to use the form, Tanya will be able to take a note of your concerns over the telephone.

Email: tanya.bricker@sussexequinehospital.co.uk

Telephone: 01903 883050

Tanya will acknowledge your complaint, ensure that it is routed to the appropriate person to investigate your concerns and ensure that a full response is delivered to you by that investigator as quickly as possible. Our policy is that a Director shall investigate any concerns relating to the clinical care or treatment of horses and/or concerns regarding a vet's dealings/communications with a client. Directors may also investigate concerns relating to non-clinicians or the delivery of non-clinical services, or they may ask Tanya or other members of the management team (Lisa Marter, Finance Manager or Debra Freeman-Thorpe, Assistant Practice Manager) to act as investigator.

Complaining for someone else

If you are complaining on behalf of a horse's owner, we will need to know that you have the owner's permission to do so. Please ask the owner to provide written consent for us to liaise with you regarding your complaint or ask him/her to add his/her signature to the form we have provided.

What we do next

We want to resolve complaints as quickly as possible. We will acknowledge receipt of written complaints within 5 working days, which we define as Monday-Friday, excluding Bank Holidays, and we will explain the timeframe for sending you a full response.

We are normally able investigate and respond in full within 10 working days of acknowledging your complaint. On occasion, for example where relevant team members are on annual leave, we may need up to 20 working days. In all cases, we will keep you informed as to progress so that you know what to expect.

What we do after we have investigated

We ensure that we learn from all complaints. We discuss concerns received at team meetings (without mentioning the client's name) so that we can cascade lessons learned and ensure that the team is aware of any changes to our processes/guidance that we have identified as necessary to avoid similar concerns being raised in the future.

If you remain dissatisfied

If you are not satisfied with the investigating Director's response to your complaint, we offer a meeting with him/her to discuss with you. You are also able to request that the complaint response is referred for a final review by a different Director. In those circumstances, we ask for a further fourteen working days to enable that Director to consider all the issues and to then issue our final response.



Directors of Sussex Equine Hospital

Paula Broadhurst
Andy Crawford
Ed Lyall
Rob van Pelt
Simon Staempfli
Matt Waterhouse

www.sussexequinehospital.co.uk

Complaints points of contact

Complaints Coordinator: Tanya Bricker, Practice Manager
tanya.bricker@sussexequinehospital.co.uk /01903 883050

In Tanya's absence:

Debra Freeman-Thorpe, Assistant Practice Manager
debra.freeman-thorpe@sussexequinehospital.co.uk

Lisa Marter, Finance Manager
lisa.marter@sussexequinehospital.co.uk