

Details of your concern

If you have encountered any issues with our services or have suggestions to make that would help us improve, please let us know by completing the form and handing to a member of our staff.

Name

Address

Contact details:

Telephone

Email:

Have you already spoken to a member of our staff about this? Yes/No

What happens now?

We will aim to acknowledge your concerns within 2 days of receipt.

We will respond to them fully within 10 working days.

Please bear in mind that sometimes we need to investigate your concerns and speak with staff in order to address them fully.



NORTHDALÉ
Veterinary
Practice Ltd

48 Victoria Road • Worthing
West Sussex • BN11 1XE
Tel 01903 202474

59 Crabtree Lane • Lancing
West Sussex • BN15 9PL
Tel 01903 851158

162 Findon Road • Findon Valley
West Sussex • BN14 0EL
Tel 01903 265968

Email info@northdale.co.uk

COMPLAINTS AND COMPLIMENTS

Help us to help you....

If you are not any aspect of our service or have a suggestion on how we can improve our service, this is for



All the staff at Northdale are totally committed to giving you, our customer and your pets, the very best in veterinary care. We seek to be friendly, informative and efficient in everything that we do for you. Listening to what you have to say about us helps immensely in ensuring that all of this happens.

It is always nice to hear when we get things right. We are delighted and encouraged by the many clients who write, telephone, leave reviews or speak to our team to tell how much they have appreciated the service they have received and the way in which it has been provided.

However, there can be times when we could do better and we want to know about those too. We value all comments as they give us an opportunity to improve our services.

So if you have a concern or complaint that you want to talk to us about, please don't hold back, we are very keen to hear about it. It may of course be something that can be dealt with by either our reception or nursing staff at the counter. On the other hand, it may be more serious and you might prefer to write or email us and arrange to speak to an appropriate member of the management team.

Any concerns you have can be sent to Jan Pannell in the management team and the most appropriate member of the team can then respond to you.

Clinical Directors

Michael JackIn MRCVS
Louise Hockley MRCVS

Practice Manager

Jan Pannell

Client Accounts

Abbie Burden

Pet Health Club

Holly Goldring
Tracey Parsons

Remember you don't have to have a complaint to talk to us.

We are constantly looking for ways to improve our service and positively encourage you to let us know what is important to you.



HELP US TO HELP YOU

And last but not least...

✚ Do help us by:

- ✚ Letting us know should your contact details or circumstances change.
- ✚ Letting us know if you are unable to make an appointment
- ✚ Telling us if you are unsure of being able to meet the costs of your pet's treatment before it begins.
- ✚ Telling us if your pet has any particular needs.

And in all this, please do be considerate to our staff. We understand how upsetting it can be when your pet needs treatment. All of our staff are caring and committed people and they feel it too. Please be as kind to us as we seek to be to you.

We are sure you will be!

