

Complaints Procedure

If you have a concern that you feel requires a more detailed investigation and response from us, we ask that you send your complaint to us in writing to Arden House Animal Hospital, 56 Pembroke Road, Ruislip, HA4 8NF or via email to ardenhousevet@gmail.com. Your email will then be passed onto our Practice Manager.

We do ask that you include the following information to assist us in investigating the complaint:

1. Your name and contact details
2. Your pet's name.
3. The nature of your complaint, in a clear and concise manner.
4. What you would like to happen to resolve the complaint.

Once we receive your formal complaint, we will:

1. Provide written acknowledgement within ten working days but if it is going to take longer, we will get in touch with you to let you know what is happening.
2. Review your complaint and ask you for any further information that we think will be helpful.
3. Investigate the issues raised in your complaint.
4. Consider your complaint considering any information obtained during our investigation and provide you with a written response within five working days of receiving your complaint. In some cases, involving a substantial investigation, or to a staff members absence it may not be possible to complete our investigations within this period, but we will always keep you informed when this is expected.
5. Strive to resolve your complaint to your satisfaction.
6. Complaints are usually addressed by the Practice Manager or the Practice Principal