Millennium Veterinary Practice Ltd
Complaints Procedure

The following information explains our complaints procedure, this can also be found with our terms and conditions on **www.millenniumvets.co.uk**

Complaints Procedure for the Millennium Veterinary Practice, Braintree and Coggeshall

Thank you for choosing our veterinary practice for your pet's care. We strive to provide excellent service, but we understand that there may be occasions when you are dissatisfied and wish to raise a complaint. We take complaints seriously and aim to address them promptly and fairly. To ensure a thorough investigation, we request that all complaints be submitted in writing. This allows us to maintain accurate records and address your concerns effectively.

Please follow the steps outlined below to submit your complaint and allow us 7 to 14 working days to initiate a thorough investigation.

Step 1: Formal Complaint Submission

Write a detailed description of your complaint, including relevant dates, names of staff members involved (if applicable), and any supporting documentation. Ensure your complaint includes your full name, address, contact number, email address and pets name. Send your written complaint by email or mail to the following address:

Millennium Veterinary Practice, Millennium Way, Braintree, Essex CM7 3GX
Email: **reception@millenniumvets.co.uk**

Step 2: Acknowledgment of Receipt

Upon receiving your written complaint, we will acknowledge its receipt within 5 working days.

Step 3: Investigation Process

In most cases your complaint will be handled by our Practice Manager or Client Liaison Manager who will thoroughly investigate the matter. We aim to complete the investigation within 7 to 14 working days. However, if a more complex issue arises, we will keep you informed of the progress and where appropriate, provide an estimated timeline for resolution.

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Step 4: Response

Once the investigation is complete, we will provide a detailed response addressing the points raised in your complaint. Depending on the nature of the complaint, our response will usually be in writing and will include any remedial actions taken or proposed. If necessary, we may request additional information or arrange a meeting to discuss the matter further.

Step 5: Escalation

If you are not satisfied with the initial response, please let us know within 14 days of receiving our reply.

Your complaint will be escalated to a higher authority within the veterinary practice for further review and consideration. We will strive to provide a final response within a reasonable timeframe. We value your feedback and take complaints seriously as an opportunity for improvement. Our aim is to resolve your concerns and provide the best possible service for both you and your beloved pet.

Note:
If we cannot reach the desired resolution, one or both parties may request the removal of veterinary provision from Millennium Veterinary Practice. In these situations, veterinary care will continue for 14 days to allow time to transfer to a new practice. This will be confirmed in letter sent via recorded delivery.

This complaints procedure does not affect your right to seek further advice or assistance from external bodies or regulatory authorities.

If you have any questions or require assistance during the complaints process, please do not hesitate to contact us at the provided address, email or phone number. Thank you for bringing your concerns to our attention. We appreciate your patience and cooperation as we work to address and resolve your complaint.

Directors: Stefaan Van Poucke and Lindsey Nice MRCVS

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