

# THE COPPINS PRACTICE LIMITED

Registered No. 16739205

Hope Manor Farmhouse  
Falfield  
Wotton-under-Edge  
GL12 8PS  
01454 269339

## COMPLAINTS PROCEDURE FOR CLIENTS OR MEMBERS OF THE PUBLIC

The Practice is committed to providing a good service to our clients and their animals, and to maintaining courteous professional relations with everyone we deal with.

When a complaint arises, our goal is to fully understand the client's concerns, resolve any issues where possible, and use the experience as an opportunity to improve our service. We are committed to learning from feedback to continuously enhance the care and support we provide.

When making a complaint please include your client name, address, telephone number, and details of your complaint.

Our Complaints Policy covers:

The standard of the service we provide

The actions, competence and conduct of our staff

The Complaints policy does not cover anonymous complaints.

The Practice takes all complaints as seriously and will investigate and try to resolve the issue or issues raised in the complaint.

We are committed to addressing any concerns our clients may have.

All complaints will be treated in confidence and will not be discussed with anyone who is not directly involved in the matter except where professional advice is required.

Complainants are requested to contact the Practice initially by telephone, written letter, or in person. **For data protection we would ask to avoid using email for sensitive communications.** If the matter cannot be resolved at initial contact then we

ask for a written letter detailing client name, address, telephone number, the areas of complaint, and the time, date and circumstances of the incident giving rise to the complaint.

The Practice staff should not be subjected to aggressive or abusive behaviour, and we would ask complainants to show restraint at what can be a stressful time for both parties.

We will respond with an acknowledgement of receipt of the complaint usually within five working days. We aim to investigate and respond to the complaint within one month. If it is not possible to deal with the complaint within one month we will contact the complainant to explain the reason for the delay, and when we expect to be able to reply.

If the complainant is not satisfied with the reply we would ask for a letter outlining their reasons, any suggestions for a satisfactory resolution and requesting a review of the complaint. We would aim to respond with an acknowledgement of receipt of the letter within five days, and to respond within one month.

If a satisfactory resolution cannot be agreed, then it may be necessary for the complaint to be referred to authorities outside the Practice. Relevant authorities might include the professional governing body the Royal College of Veterinary Surgeons. You can contact the Veterinary Client Mediation Service (VCMS), a voluntary, independent and free complaint mediation service for clients whose animals have received veterinary care and for the veterinary professional providing that care.

Reviewed March 2026

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