



# Complaints Procedure

At Sandbeck Veterinary Centre, we are committed to listening, learning, and improving. If you are unhappy with any part of our service, we want to hear from you.

## How to Make a Complaint

Please contact us as soon as possible. You can speak to a member of the team directly or get in touch via:

- Email: [enquiries@sandbeckvets.co.uk](mailto:enquiries@sandbeckvets.co.uk)
- Phone: 01937 228780
- Post: Practice Manager  
Sandbeck Veterinary Centre.  
Unit 8, Erivan Park,  
Sandbeck Way,  
Wetherby  
LS22 7DN

Please provide:

- Your name and contact details
- Your pet's name
- Date of incident or concern
- Summary of the issue
- Desired outcome (if applicable)

## What Happens Next

- We will acknowledge your complaint within 3 working days.
- It will be reviewed by the Practice Manager (or a Director, where appropriate).
- We aim to provide a full written response within 14 working days.
- If we need more time, we'll keep you informed.

## Still Not Satisfied?

You can contact the Royal College of Veterinary Surgeons (RCVS) for further guidance:

- Website: <https://www.rcvs.org.uk>
- Phone: 020 7202 0789
- Email: [info@rcvs.org.uk](mailto:info@rcvs.org.uk)
- Post: RCVS  
Belgravia House, 62-64 Horseferry Road  
London  
SW1P 2AF