

Our commitment to you & your pets

Feedback

We appreciate your feedback it helps us to continue to deliver excellent quality care for you and your pet. If you have any questions or feedback for us, please speak to a member of our friendly team.

Have a concern?

We want to avoid you feeling any unnecessary frustration or feeling uncomfortable with any situation. Most issues can be resolved informally, and we welcome the opportunity to discuss any concerns with you. Please speak to a friendly member of the team about any concerns as soon as possible. We commit to listen to your concern, fully investigate your concern, keep you updated, come back to you when we say we will and learn from the concern made to improve our quality of service.

Do you still feel you need to raise a formal complaint?

If you still feel you need to make a formal complaint, then please put your concern in writing. This can then either be emailed to hello@beehivevets.co.uk or you can bring it into the practice and hand it to one of our team who will pass it onto the directors. Complaints can be made at any time; however, we advise making the complaint as soon as you feel able as investigations are more effective when they are fresh as opposed to an historic event. In your written complaint please include a factual summary of events that have led you to this point, what your expectation is for resolution and how you would like us to keep you updated. We aim to acknowledge your claim and start the process of investigation within five working days. We will aim to have investigated and resolved your complaint within eight weeks. If this is not possible, we will keep you up to date with timescales.

What happens if you are still not satisfied?

If you remain unhappy with the outcome, the Veterinary Client Mediation Service (VCMS) offers a free of charge service that may be able to help. You can find more information at <https://www.vetmediation.co.uk/clients>. VCMS can help with the service you have received from your veterinary practice, the fees you have been charged and if there has been any professional negligence. You can contact VCMS on 0345 040 5834 or email enquires@vetmediation.co.uk.

When would the Royal College of Veterinary Surgeons (RCVS) get involved?

The RCVS can only deal with the most serious concerns that relate to a vet or veterinary nurse's professional conduct. This includes very poor professional performance which falls far short of the standards set out in the RCVS Code of Professional Conduct. These serious shortfalls can affect a vet/veterinary nurse's ability to practise. If you think your concern is for the RCVS, you can contact them on 020 7202 0789 or fill in their short enquiry form at: <https://animalowners.rcvs.org.uk/concerns/>

Privacy policy

Your privacy and personal information are important to us. Any personal information that you provide to us will be dealt with in line with our Privacy Policy, which explains what personal information we collect from you, how and why we collect, store, use and share such information. If you have a query or complaint about the use of your personal information, please contact us on 0113 824 2700. Our Privacy Policy is available on our website or in reception.