



Woodcroft Vets Complaints Policy and Client Feedback

Our aim is to provide you and your pet with the best possible service and care. Please let us have your feedback, comments and suggestions so we can endeavour to improve our service. Our Vets, Nurses, Receptionists and Management Team will take your comments seriously and will want to know how we can help.

Complaints:

If you have encountered any problems with our services, please let us know

- In the first instance, tell the person in charge of your pet's care – they may be able to resolve your concern there and then.
- If they are unavailable, please discuss your concerns with any member of our team who will only be too happy to help – we would much rather talk to you about it now.
- Alternatively, you are welcome to write to us by email; please use our email address feedback@woodcroftvets.com. It would be helpful to provide the following information:

- Your name, address and convenient contact telephone and email
- The name of your pet
- The date on which you last attended the clinic
- A brief description of your concerns
- A summary of what in your opinion we can do to best deal with your concerns

- In general, if you have a concern, it is best to raise it as soon as possible – this will make it easier for us to investigate and resolve any matters, which are still ongoing.

- If any of our staff were involved, it would be helpful if you can provide us with their names.

We will treat any point you raise in confidentiality. Upon receiving your email, we may contact you to find out more. Please let us know the most convenient time to contact you. We may need to investigate the matter further before being able to reach a conclusion. If this is the case, we will do our best to look into it as quickly as possible and will reply to you as soon as we are able.

In normal circumstances, we would aim to have addressed your complaint within 14 days of receiving it.

Bramhall

1 Maple Road
Bramhall
Stockport SK7 2DH
0161 440 8281

Cheadle

Councillor Lane
Cheadle
Stockport SK8 5NU
0161 485 8444

Handforth

174 Wilmslow Road
Handforth
Wilmslow SK9 3LF
01625 533654

Heaton Moor

17 Heaton Moor Road
Heaton Moor
Stockport SK4 4LT
0161 442 9462

Offerton

139 Lisburne Lane
Offerton
Stockport SK2 5RH
0161 456 3473

Wilmslow

Summerfields Village Centre
Dean Row Road
Wilmslow SK9 2TA
01625 530111

Woodcroft

Admin Office
2/4 Queens Road
Cheadle Hulme
Cheshire SK8 5LU
0161 486 2399
Fax: 0161 486 6156

Woodcroft

Veterinary Hospital
Hercules Office Park
Bird Hall Lane
Cheadle Heath, SK3 0UX
Referrals: 0161 486 2333
Emergency
24-hour care: 0161 486 2355
hospital@woodcroftvets.com

enquiries@woodcroftvets.com

www.woodcroftvets.com

**Escalation:**

If you are not satisfied with the outcome of this process, you may contact the Veterinary Client Mediation Service, www.vetmediation.co.uk.

General Feedback:

If you have any general comments please:

Email the Woodcroft Vets email address feedback@woodcroftvets.com

Alternatively write to the Practice either via post or hand in to reception.

Thank you for taking the time to give us your thoughts.

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