



NORTHDALÉ
Vetérinary
Practice Ltd

48 Victoria Road • Worthing
West Sussex • BN11 1XE
Tel 01903 202474

59 Crabtree Lane • Lancing
West Sussex • BN15 9PL
Tel 01903 851158

162 Findon Road • Findon Valley
West Sussex • BN14 0EL
Tel 01903 265968
Email info@northdale.co.uk

Complaints and Compliments

Help us to help you.....

If you are not happy with any aspect of our service or have a suggestion on how we can improve our service, this is for you.



DETAILS Of COMPLAINT

If you have encountered any problems with our services – or have suggestions to make that would help us improve – please let us know by completing this form and handing to a member of our staff.

Name

Address

Contact details

Telephone:

Email:

Everybody at Northdale is totally committed to giving you, our customer, the very best in veterinary care. We seek to be friendly, informative, and efficient in everything that we do for you. Listening to what you have to say about us helps immensely in ensuring that all of this happens.

It is always nice to hear when we get things right. We are delighted and encouraged by the many clients who write, telephone, or speak to receptionists, nurses and vets to tell us how much they have appreciated the service they have received and the way in which it has been provided.

However, there can be times when we could do better and we want to know about those too. We value all comments as they give us an opportunity to improve our services.

So, if you have a concern or complaint that you want to talk to us about, please don't hold back - we are very keen to hear about it. It may, of course, be something that can be dealt with by either our reception or nursing staff at the counter. On the other hand, it may be more serious and you might prefer to write a letter or, alternatively arrange to see or speak to a member of the Practice Management Team:

General complaints and concerns, please address letters to either:

**Clinical Director Michael Jacklin or
Jan Pannell Practice Manager.**

For queries on payment and fees please address your concerns in the first place to:

Nicole Newnham Client Account Manager



MAKING THE MOST OF NORTHDALÉ

But you don't have to have a complaint to talk to us!

We are constantly looking for ways to improve our service and positively encourage you to let us know what is important to you. Why not complete this section and hand it to one of our reception team?

What do you value most about the service that you receive from Northdale?

To help you, the pages overleaf are provided for you to complete details of any complaint that you might have. Please let us know as much as possible about your concerns in order that we may deal with them properly. It can be handed to any member of our reception team at either surgery.

HELP US TO HELP YOU

And last but not least...

Do help us by:-

- Letting us know should your contact details or circumstances change
- Informing us if you are unable to make an appointment
- Telling us if you are unsure of being able to meet cost before treatment begins
- Telling us if your pet has any particular needs

Oh yes – in all of this, do please be considerate to our staff. We understand how upsetting it can be when your pet needs treatment. All of our staff are caring and committed people and they feel it too. Please be as kind to us as we seek to be to you – we're sure you will be!



Have you already spoken with a member of our staff? Yes/No

If so, who did you speak with?

What happens now?

We will aim to acknowledge your concerns within 2 days of receipt.

We will respond to them within 10 working days.

Please bear in mind that sometimes we may need to investigate your concerns and speak with staff in order to address them fully.