



THE UNIVERSITY *of* EDINBURGH
**The Royal (Dick) School
of Veterinary Studies**
The Hospital for Small Animals

Client Complaints

We take complaints very seriously. We want to ensure we do the best for our patients and their owners. However, sometimes things do not go as smoothly as we would like.

Once a complaint is made, we acknowledge the complaint as soon as we can, usually by the next working day.

We need time to investigate the complaint fully. The investigation will involve the senior clinician in the service, those involved with the care of the patient and the veterinary services team. The director of the hospital will be informed of the complaint.

We will answer your complaint respectfully and aim to fully respond within 30 days. Sometimes, this may not be possible due to the complexity of the case and the requirement of specialist multi-disciplinary input. However, we will keep you updated regularly by email throughout the process.

Please direct complaints to our vet services team at vetservices@ed.ac.uk or send to Vet Services, Hospital for Small Animals, Royal(Dick) School of Veterinary Studies, Easter Bush Estate, Midlothian, EH25 9RG.