**Client Complaints**

We take complaints very seriously, and 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 as promptly as possible. The time scale may vary depending on people’s availability and the complexity of the case; however, we try to respond within 14 days of receiving the initial complaint. We shall inform of timescale involved for each individual case.

Please direct complaints or any queries to largeanimal.vetservices@ed.ac.uk