



SRUC



**SRUC Veterinary Services – Complaint Handling Procedure
Information for our clients**

SRUC Veterinary Services is committed to providing the highest quality of services to our clients, from sampling through testing to reporting results back to you.

We value complaints and use the information to improve our services.

- If you are dissatisfied with the service we have provided then please let us know. This document details how to make a complaint, how we will handle your complaint and what you can expect from us.

What is a complaint?

- We regard a complaint as any expression of dissatisfaction about our action or lack of action, or about the standard of service provided by us or on our behalf.

What can I complain about?

- The failure to provide a service as requested or any form of error
- The standard of the service provided, including an unreasonable delay in providing this service
- An issue relating to a member of our staff including: their conduct, attitude or in regards to the treatment you received from them
- Dissatisfaction with one of our policies (although it is recognised that policy is set at the discretion of SRUC)

Who can complain?

- Anyone who receives, requests or is directly affected by our services can submit a complaint to us.

If you are making a complaint on someone else's behalf then written consent is normally required.

How do I complain?

- You can complain in person, by phone or by emailing, srucqa@sruc.ac.uk. A complaint may also be made to Veterinary Services through any channels listed on our website.
- Making a complaint soon after you have become dissatisfied with our service allows us to more swiftly act upon this and to prevent recurrences for yourself or other clients.
- When registering your complaint please ensure that you include the following information
 - Your full name and contact details
 - As much information regarding the complaint as possible, including any submission references, if this occurred at a specific site etc
 - Provide as much detail on the issue as you can
 - What outcome you are seeking, if applicable

If you would like to remain anonymous then you can still submit a complaint. However please be aware that we will not be able to update you with any progress and it may hinder the process. We will never use a complaint for any other purpose aside from improving our processes.

How long do I have to make a complaint?

Normally a complaint should be made within 6 months of the incident or of you becoming aware of the incident. However the sooner we are aware of the issue then the sooner we can action it and put preventive actions in place.

What happens when I have complained?

There are several steps to the complaints process and these are as follows;

- Once the complaint has been raised in our quality system you will be contacted by someone within Vet Services, usually the technical manager from the department which your complaint relates to.

This will be to inform you that the complaint has been logged and to possibly request any further information that might aid the upcoming process.

- There will be a full investigation carried out to identify exactly what has gone wrong or what has happened that led to this drop in our standards. If necessary preventive actions may be put in place before the investigation has been completed to minimise the chance of recurrence.
- Once the investigation has been completed, preventive actions will be put in place to ensure that we continue to uphold our high standards of service we aim to achieve.

These actions require approval from our quality assurance team, this is so that we can ensure our preventive actions are robust and will prevent recurrences.

Our contact details

If you have any questions regarding raising a complaint or if you are unsure whether your situation warrants a complaint, then please email srucqa@sruc.ac.uk and we will be more than happy to discuss.



SRUC

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