



CARLISLE HOUSE, TOWNHEAD ROAD, DALSTON, CARLISLE, CUMBRIA, CA5 7JF  
TEL: (01228) 710208 FAX: (01228) 711960

### **Complaints procedure**

Client Complaint Procedure - As a mixed veterinary practice we highly value the professional services we provide to our clients and their animals, ensuring wherever possible that we uphold our Practice Values of Client Care, Clinical Excellence, Teamwork, Achievement, Integrity and Taking Responsibility.

However should you experience any concerns where you feel we have not fulfilled your expectations or upheld these values:-

- Please inform the Practice Manager by telephoning 01228 710208, email: [jacqui.dodds@paragonvet.com](mailto:jacqui.dodds@paragonvet.com) or write to Paragon Veterinary Group, Carlisle House, Townhead Road, Dalston, Carlisle, CA5 7JF
- You will then be advised to present your concerns in writing, clearly identifying the details of the situation including who was involved, times and location including any communications. Please also provide clarity on the expectations of your preferred outcome
- The Practice will then review these concerns and respond to you accordingly should your concerns be received as a formal complaint we will notify our supporting independent body who will continue with communications in order to resolve the complaint



PARAGON VETERINARY GROUP, Townhead Road, Dalston, Carlisle, Cumbria, CA5 7JF (registered office)  
TOWNHEAD VETERINARY CENTRE, Townhead Farm, Newbiggin, Penrith, Cumbria, CA11 0HT  
PARAGON VETERINARY SURGERY, 87 London Road, Carlisle, Cumbria, CA1 2LG  
PARAGON ET, Townhead Farm, Newbiggin, Penrith, Cumbria, CA11 0HT