



CARLISLE HOUSE, TOWNHEAD ROAD, DALSTON, CARLISLE, CUMBRIA, CA5 7JF

TEL: (01228) 710208 Email: vets@paragonvet.com

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 Personnel and Client Care Lead by email: 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

