

Cambridge Equine Hospital

University of Cambridge, Madingley Road, Cambridge CB3 0ES

Telephone: 01223 746571

Fax: 01223 337672

www.ceh.qvsh.co.uk

Email: cambridgeequine@vet.cam.ac.uk



Comments, Complaints & Compliments

The Queen's Veterinary School Hospital takes comments, complaints and compliments seriously.

How do I make a comment, complaint or compliment?

If you would like to make a comment, compliment or complaint about the service you have received from Cambridge Equine Hospital, please complete the form below and email it to us at cambridgeequine@vet.cam.ac.uk. Please ensure you provide your full contact details so we can get back to you. In the details section please include full details of your comment, complaint or compliment. A complaint will be investigated in accordance with our hospital complaints procedure.

You can also make a comment, complaint or compliment by:

- Phone: 01223 746571
- Fax: 01223 337672
- Letter: The Queen's Veterinary School Hospital
University of Cambridge
Madingley Road
Cambridge
CB3 0ES

Complaints Procedure

Step 1: Please contact Kate Smith, who heads the clinical team on 01223 746571, or via email ks629@cam.ac.uk.

Step 2: If you are not satisfied with the response from the lead vet, then please contact Pamela Missenden, Clinical Services Manager, at the address detailed above, or:

- Phone: 01223 337621
- Email: hospital@vet.cam.ac.uk

A written acknowledgement will be provided within 4 working days and a reply within 10 working days. If your complaint involves a more complex matter and needs an in-depth investigation and this timescale cannot be met, we will write to tell you and provide a revised date of response.

Step 3: If you are unhappy with the response you may contact the Royal College of Veterinary Surgeons:

RCVS
Belgravia House,
62-64 Horseferry Road,
London, SW1P 2AF.

Comments, Complaints & Compliments Form



Please return by email to cambridgeequine@vet.cam.ac.uk

Title: _____

Forename: _____

Surname: _____

Address: _____

Post Code: _____

Email Address: _____

Phone Number: _____

Reason for contact: (1. Comment, 2. Complaint, 3. Compliment)

Date: _____

Clinician: _____

Patient Name: _____

Details: _____

If making a complaint, what would you like to see as an outcome to your complaint?
