



COMPLAINT REPORTING AND HANDLING PROCESS

Our customers and their pets are at the centre of what we do. Whilst every effort is made to ensure that everyone is happy there can be occasions where people may feel that more could have been done.

1. If you are dissatisfied with any service please make contact with us and provide the following information;
 - a. Date of your visit
 - b. Your name and that of your pet
 - c. Service provided
 - d. Which member of the team provided the service
 - e. Nature of dissatisfaction
2. We are committed to investigating all issues. We will provide a holding letter/email confirming receipt of your observation/complaint.
3. We will endeavour to investigate the matter within 5 days of receipt and provide a written explanation addressing your concerns. If this timeframe cannot be achieved or is at risk we will advise you of this and the revised timeline to ensure you are kept fully informed.
4. We may employ the services of an outside organization to assist us and/or advise us to ensure we provide the most accurate response.
5. If you remain dissatisfied, then the issue will be escalated to the Chairperson for review of the issue and next steps will be outlined to you.

REMEMBER – We welcome all feedback, good and bad because this helps us improve the services we provide. St Francis operates a policy of transparency in addressing complaints and as a result to ensure we provide the best information to you we may employ the services/assistance of a 3rd party provider in addressing your observation/feedback.

What to do if you have feedback or a complaint/observation:

If you do have a comment about any aspect of our work, you can contact St Francis in writing or by telephone. In the first instance, your comment will be dealt with by our Practice Manager, Pauline Behan. Please give us as much information as possible and let us know how you would like us to respond, providing relevant contact details. Write to: Practice Manager, St Francis Dispensary, 101 Tyrconnell Road, Inchicore, Dublin 8 Tel: (01) 4731947 Email: Stfrancis@windowlive.com