

Welcome to Baildon Veterinary Centre

We are proud to be your local privately owned small animal vets and we care about getting to know you and your pets. We are a small friendly practice with experience spanning 30 years and are available to give free advice at any time should you have any concerns about your pet's health or wellbeing. We do not believe in pressure sales and charge a reasonable amount for the services we provide and will not participate in loss leading offers.

We also work closely with the Yorkshire Cat Rescue neutering feral cats as well as treating any wildlife casualties free of charge and helping local rabbit and hedgehog rescues. Our frequent visitors are cats and dogs but we also see rabbits, guinea pigs and a wide range of small animals.

We are open Monday to Friday between the hours of 8am and 7pm. We also open on Saturdays, 8.30am until 12.30pm. Between these hours we are open for consultations, advice, food sales, weight clinics and vet/nurse appointments.

Please 'like' us on facebook for the latest news and information.

Upstairs we have a state of the art operating theatre. Our facilities include digital X-ray, ultrasound, diathermy, blood pressure monitor, anaesthetic monitoring equipment, dental equipment and an in-house laboratory. We do routine operations such as neutering your pet, lump removals and dentals as well as emergency/non routine operations. Full details of our services can be found on our website www.baildonvets.co.uk.

Care of in-patients

If your pet comes to stay with us for the day for a routine or non-routine procedure, we will take every step to make them comfortable. Vets and Nurses will carefully monitor your pet throughout their stay. You can telephone as many times as you like to check on their progress we really don't mind! Should your pet require overnight care then you will need to transport them to Vets Now at Bradford (our out of hour's provider) or transport by a veterinary ambulance can be arranged. They will monitor and treat your pet over night until we are open again. Their contact details are:

1 Lorne Street
Bradford
BD4 7PS
01274 722721

They are also available while we are closed to offer free telephone advice or to book an appointment in an emergency. Please ask about current consultation prices.

We accept payments by cash and credit/debit card (with the exception of American Express) or BACS. Payment is expected on the day of your appointment/procedure – we cannot offer credit.

The practice strictly follows the terms and conditions set out by the Data Protection Act 1998. Client information is kept on a secure online database which is protected by a case sensitive passwords. Third parties will not be given access to your personal data without gaining consent beforehand. Only employed staff members have access to information kept by the practice and owners are free to request access to their information at any time. To ensure information is accurate, we do ask that clients keep us up to date with changes of address and telephone numbers. Storing client data enables us to provide valuable services such as booster vaccination reminders.

Attached to this information letter is our complaints policy for you to read. We work very hard to ensure that the service we provide is excellent. However we recognise that situations will arise that clients may be unhappy about. Our policy explains how you as the client can expect us to respond to such issues.

Baildon Veterinary Centre

Complaints Policy (June 2022)

We want you to be happy with the service and care that we provide at Baildon Veterinary Centre. However, we understand that occasionally things may happen that you feel are unsatisfactory.

Most problems can be easily sorted, often at the time they arise and with the person concerned. Alternatively, concerns and problems can be discussed with the vet in charge or practice manager. Please ask a member of the team who will direct you to these staff members. If this hasn't resolved the problem and you would like to complain formally then let us know as soon as you can by :

- Write to: Practice Manager, Baildon Veterinary Centre, 77-81 Browgate, Baildon, BD17 6BY or email to: info@baildonvets.co.uk

It is better to contact us as quickly as possible so please try to write to us within 2 weeks. This gives us the best opportunity to investigate and resolve the issue. Please include the following information to help us investigate the problem:

- What happened? Tell us about the nature of the problem and the events that took place.
- Where did it happen and when (the date and time)?
- Tell us who was involved-which staff? A brief description of the staff member is fine if you do not know their name.

- It is also very helpful if you can indicate what you are hoping for as an outcome?
- Let us know how you would prefer to be contacted e.g. letter, phone call, email, etc.

What we will do:

- We will acknowledge your complaint within 3 working days, telling you who is dealing with your complaint and when you can expect to receive a reply.
- In most cases we hope to give you a full reply within 2 weeks, but if it is going to take longer we will get in touch to give you a progress update and new timescale.

When we look into your complaint, we will:

- Find out what happened and what went wrong.
- Make sure you receive an apology, where appropriate
- Put solutions in place to resolve the issue and to make sure it does not happen again.

If you feel this does not resolve your complaint:

We are confident that in most cases we will be able to deal with your complaint in the veterinary centre. We appreciate honest feedback and recognise this as a chance to improve our practice. If you are still unhappy then you are within your rights to contact the Royal College of Veterinary Surgeons. Their address is:

Royal College of Veterinary Surgeons
Belgravia House
62-64 Horseferry Road
Westminster
London
SW1P 2AF

Review Date June 2023