

Refunds and Complaints

Refunds

Donnington Grove Veterinary Group does not offer a goodwill returns policy. Please note your statutory rights remain unaffected.

Complaints: We hope you are entirely happy with the service you receive from us however if you have any concerns then please, in the first instance, raise them with the relevant veterinary surgeon as soon as is practically possible. If you are not satisfied with the outcome and/or wish to make a formal complaint then see our formal complaints procedure below:

Formal Complaints Procedure

We take complaints about our work, staff and quality of service very seriously. Most problems can generally be sorted out quickly and easily by discussing any concerns you may have with the vet at the time. If you are unable to resolve the matter to your satisfaction then you may choose to make a formal complaint.

Please submit formal complaints by letter or email stating:

The nature of the complaint
When the problem occurred
Which member of staff was involved
What outcome you are seeking.

Complaints should be submitted as soon as possible after an occurrence – please note we are unable to investigate complaints made more than six months after the event.

The address for submission is; info@donningtongrove.com or in writing to:

The Practice Manager, Donnington Grove Veterinary Group, Oxford Road, Newbury, Berkshire, RG14 2JB.

We will investigate your complaint and confirm our findings in writing within a reasonable timeframe. In most cases we hope to give you a full reply within a few working days, complex cases may take longer to conclude.

Our formal complaints procedure does not affect your right to approach the Royal College of Veterinary Surgeons (RCVS) if you are dissatisfied with the results of our investigation. Please see the RCVS website for more details.