



COMPLAINTS PROCEDURE

svs  
stateveterinaryservice

## COMPLAINTS ABOUT STANDARDS OF SERVICE

If you have a complaint about the way we operate or the services we provide, you can tell us by telephone, in writing, by fax, by e-mail or in person.

1. In the first instance, please contact the person dealing with your case, if appropriate. If you are unable to resolve the complaint satisfactorily in this way, please write to the appropriate person from the list below. Addresses can be found at pages 16 - 22 of the SVS customer service standards booklet.

- For services provided by your local Animal Health Divisional Office (AHDO), which includes SVS Vets and Animal Health Officers, please contact the Divisional Veterinary Manager at your local office.

- If your complaint relates to services provided by the National Scrapie Plan Administration Centre (NSPAC), please write to the Head of NSPAC.
- If you are dissatisfied with services in relation to rabies quarantine and the PETS travel scheme, please write to the Divisional Veterinary Manager at Chelmsford AHDO. In Scotland, please write to SVS Scotland HQ, Pentland House, 47 Robbs Loan, Edinburgh, EH14 1TY.

It will help us to investigate your case if you set out the facts as fully as possible. Your case will be investigated and we will aim to provide a full response within 15 working days. If this is not possible, we will send an interim reply telling you when you may expect to know the outcome.

2. If you remain dissatisfied, or your complaint concerns the service provided by SVS Headquarters, please write to the Head of Corporate Services, SVS Corporate Centre, Block C, Government Buildings, Whittington Road, Worcester WR5 2LQ.

The SVS Head of Corporate Services will investigate and adjudicate on complaints regarding standards of service and will report back to you within 15 working days. If this is not possible, you will receive a letter explaining why and letting you know when you may expect a response.

3. If you are still not satisfied with the outcome, then in England you may write to a Member of Parliament who may agree to refer your complaint to the Parliamentary Commissioner for Administration (the Parliamentary Ombudsman) at the addresses overleaf.

**OPCA,**  
Millbank Tower  
Millbank, London  
SW1P 4QP

In Scotland you may refer your complaint to the **Scottish Public Services Ombudsman** at:  
4 Melville Street  
Edinburgh  
EH3 7NS

In Wales, you may refer your complaint to the **Public Services Ombudsman for Wales** at:  
1 Ffordd yr Hen Gae  
Pencoed  
CF35 5LJ