



ASHBROOK EQUINE HOSPITAL

Reviewed 2026_05_05

Complaints procedure

We always strive to provide the best possible care for you and your horse or pony and as such we hope you never have recourse for complaint. However, should you feel dissatisfied with our service, please inform us as soon as possible as we take complaints very seriously and would like to be able to resolve your concerns promptly and effectively.

Many complaints can be resolved informally and, in the first instance, we would be grateful if you would raise your concerns with either a member of our team who is dealing with your horse or one of our Clinical Directors.

Should this fail to address your concerns, or you wish to complain more formally, please email the office at enquiries@ashbrookequinehospital.co.uk and they will forward it to the Clinical Directors or put your complaint in writing addressed to the Clinical Directors.

In order to help us investigate the problem, please include:

Your name, address and animal's name

What happened

If possible, which members of staff were involved

What your concerns are and how you envisage the resolution of your complaint

In return, we will investigate your complaint. We would anticipate providing you with an initial response within 14 working days; however, in some complex cases this may take longer. If the response is likely to take longer than 14 days, we will inform you of our anticipated response time.

Our hope is that we are able to resolve your complaint promptly and to your satisfaction. We also would like to take the opportunity to improve our service and ensure similar problems do not occur in the future.

If you feel we have not been able to resolve your complaint, further information can be obtained from the Royal College of Veterinary Surgeons and the Veterinary Client Mediation Service.