

# Our commitment to you and your pet

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**We appreciate your feedback;** it helps us to deliver outstanding quality care for you and your pet. If you have any questions or feedback for us, please speak to a member of our team.

**We want to avoid you feeling any unnecessary concern or frustration** – most issues can be resolved informally; we would welcome the opportunity to discuss any concerns with you. Please speak to a member of the team as soon as possible. We commit to:

- Listen
- Fully investigate
- Bring the right people together to respond to your questions or concerns
- Keep you updated, and come back to you when we say we will
- Learn from discussions, to make sure we continually improve the quality of service.

**We hope your issues have been resolved through the discussion** – However, if you still feel you need to raise a formal complaint – here's what to do:

- Please put your concerns in writing to our client care team within three months of the event as investigations are more effective, and resolutions are better reached when related to recent, not historical, events
- Include a factual summary of events that have led to this point
- Let us know what your expectation is for resolution
- Let us know how you would like us to keep you updated.

**This is the process we'll follow:**

- We'll acknowledge your complaint within three working days (Monday to Friday).
- We'll engage all appropriate people and investigate thoroughly. We'll aim to respond to you within 14 working days (Monday to Friday) of this acknowledgement. If we can't achieve that, we'll be in touch to set an expectation on timescales.
- We'll respond to your complaint in writing; however, please let us know if you would also like a telephone call or meeting.

**What happens if you are still not satisfied?**

If you remain unhappy with the outcome, we will refer it to the relevant organisations who will take over proceedings.

## Privacy Policy

Your privacy and personal information are important to us. Any personal information that you provide to us will be dealt with in line with our Privacy Policy, which explains what personal information we collect from you, how and why we collect, store, use and share such information, your rights in relation to your personal information and how to contact us and supervisory authorities if you have a query or complaint about the use of your personal information. Our Privacy Policy is available at <https://www.mars.com/privacy>

