

# COMMENTS AND SUGGESTIONS

YOU SPEAK, WE LISTEN



Penn Vet is pleased to receive comments and/or suggestions on how we can improve our services. We value your opinion.



# 1

## Voicing your concern(s)

---

We understand that there may be times when you are not completely satisfied with the service you have received. If you have a concern, please tell the Client Communication Liaison or Hospital Management Team as soon as possible. Formal complaints should be made within 3 months of the incident by either:

- Filling out this form and mailing it to Client Communication Liaison, University of Pennsylvania School of Veterinary Medicine, Department of Clinical Sciences & Advanced Medicine, 3900 Delancey Street, Philadelphia, PA 19104
- Emailing [pennvet.clientliaison@vet.upenn.edu](mailto:pennvet.clientliaison@vet.upenn.edu)
- Speaking with the Clinical Service Chief that was on duty during the incident

If you are voicing a concern on behalf of someone else, we must know that you have his/her permission to do so. A letter signed by the concerned party is required.

# 2

## What to expect once your complaint is filed

---

All complaints will be dealt with professionally and sympathetically. The Hospital Management Team will:

- Explain the procedure to you and make sure that your concerns are dealt with fairly and promptly
- Acknowledge your complaint within 48 hours and assess your complaint within 15 working days

Following our review, we will be able to offer you a written evaluation and, if necessary, arrange a meeting with the parties involved.

# 3

## Our pledge to you

---

We value your input and feedback. If you have a complaint or concern, we will:

- Find out what occurred
- Identify how we can improve upon the process to prevent the situation from occurring again

# COMMENT FORM

## PERSONAL DETAILS

---

NAME

---

ADDRESS

---

---

PHONE #

## PATIENT DETAILS

---

PET NAME

---

PENN VET PATIENT ID #

## INCIDENT/SUGGESTION DETAILS

---

INCIDENT DATE

INCIDENT TIME

---

CLINICAL SERVICE VISITED

---

STAFF MEMBER(S) INVOLVED

---

---

---





**PLEASE RETURN THIS FORM TO:**

**Client Communication Liaison**

University of Pennsylvania School of Veterinary Medicine  
Department of Clinical Sciences & Advanced Medicine  
3900 Delancey Street  
Philadelphia, PA 19104



# LET'S SPEAK

**CONTACT US TODAY**

For appointments, call 215-746-8387

For emergencies, call 215-746-8911



**PennVet**  
Ryan Hospital