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.
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
- 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.

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.

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 PROVIDE A SUMMARY OF YOUR CONCERNS OR SUGGESTION:
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