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INSTRUCTIONS TO SERVICE USERS / PATIENT OWNERS ON HOW TO FILE A COMPLAINT

Dear users of the services of the Faculty of Veterinary Medicine / owners of patients,

At the Faculty of Veterinary Medicine, University of Zagreb, we want to provide you with upmost services and care for your pets, so it is especially important to us that you are satisfied with the type, quality and content of our services.

If you are still not satisfied with the quality of our services, you have the right to file a COMPLAINT (oral or a written dissatisfaction).

Our goal is to prevent your dissatisfaction with timely and kind communication or to eliminate it if it exists. Therefore, we ask you to first address the complaint to the present staff of the Department / Clinic or their head.

If it is not possible to resolve the reason for your dissatisfaction by a conversation, you have the right to send a written complaint on the official form called "Complaint Report". Complaint forms are available at all Departments / Clinics of the Faculty of Veterinary Medicine, and on the website of the Faculty of Veterinary Medicine.

In order to receive a written response to the reported complaint, please submit a legibly completed form to the Registration Office (VEF main building, ground floor), which can be done in person or by mail. You can also send the completed and scanned form via email: ured.za.kvalitetu@vef.hr

We wish you a pleasant stay in the premises of the Faculty of Veterinary Medicine.

Management of the Faculty of Veterinary Medicine