

GMB Review Response - All Hospitals | WellHaven

Bad Reviews

Response #1

Hello, **[Name]**. We're sorry to hear yo experience at our WellHaven **[Location]** location. We want to make sure we give your pet the best possible care and if there are ways to improve that care, we'd love to hear from you. Please reach out directly at **[phone number]** or **[email address]** so we can discuss this further. Thank you.

Response #2

Thank you for taking the time to give us feedback. It sounds like you had a less than desirable experience at our WellHaven **[Location]** location. We take great pride in how we treat our patients and their parents, so if there are areas of care that need attention, we want to know. If you could call **[number]** or email **[email address]**, we can find a solution to your concerns.

Response #3

Hello, **[Name]**. We appreciate you taking the time to leave us a review. If you could give us a call **[number]** or send an email **[email address]**, we'd like to know more about your concerns. WellHaven was created to ensure all of our patients (and their parents) are given the best possible care we can provide. However, if there are ways we can be better, we'd like to know more.

Response #4

Thank you for your feedback. However, it doesn't appear that you are a client of the WellHaven **[Location]** location. Can you call us **[number]** so that we can double-check our records and review your experience if you did indeed use us for your pet's care? We strive to make sure all of our patients are treated with the utmost care, and if there is room for improvement, we'd like to discuss it with you.

Response #5

We are so sorry to hear about your experience with us. It's a very stressful situation when something is wrong with your pet, and we do everything we can to make sure they get better. If you would please reach out directly to us (**[phone number, email address]**), we can talk more about your concerns and hopefully reach an understanding.

Good Reviews

Response #1

Thanks for taking the time to leave a review, **[Name]**. We are so happy you and your pet had such a great experience with the **[Location]** WellHaven! We take great pride in the complete care we provide and nothing makes us happier than helping your furry family members get back to their normal lovable selves. Please don't hesitate to call if there's anything else we can do for you and thank you for choosing WellHaven.

Response #2

Hi, **[Name]**. Thanks for the great feedback! We're glad we were able to help **[pet's name if given]** and get them back on their feet (or paws). It can be pretty stressful when something is wrong with our pets, and we're overjoyed when we can help. The **[Location]** WellHaven is here for you if you have any more issues and for annual examinations, vaccines, treatments, and more. Have a great day!

Response #3

Thank you for your kind words, **[Name]**! When we started WellHaven, we did so with the sole purpose of providing the best possible veterinary care to our patients. We're happy to hear your pet is on the mend and hopefully gives you more happiness and joy in the years to come.

Response #4

Wow—what an awesome review! Thank you so much for taking the time to let us know what a great experience you had. When we started WellHaven, it was to provide the kind of care you mentioned above. We take care of our vets so they can take care of your pets. We look forward to seeing you and your pet at their next annual examination!

Response #5

We know this is a difficult time, but we wanted to thank you for such a gracious review. We all want our pets to be with us for as long as possible. So when it's time to make that difficult decision, we're honored you chose us to handle the arrangements. Thank you again for your kind words.