

Our Service Charter

This Charter outlines our service commitment, and how you can help us to provide you with a quality service.

“Our service agenda is about treating the public and the profession with the highest standards of customer care. We achieve this through our committed, caring and compassionate team, and a working culture that liberates our people to look for, and act on, constant improvement.”

You can expect:

- A helpful and well-informed service, with attention to detail
- A response to verbal enquiries the same or next day and to written enquiries within one week
- To be kept informed
- A named individual to deal with your enquiry
- That we will apologise when we are wrong and put it right where we can
- That we will use your feedback to improve, or remove unnecessary rules

In providing our service, we aim to be:

- Fair
- Open
- Understanding
- Forward-thinking
- Accountable
- Consistent

How you can help

If you have a compliment or a complaint then we would like to hear about it. We will use your feedback to ensure that the service we provide is of the highest standard, and to improve our Service Charter where we need to.

Please contact **Lizzie Lockett**, RCVS Chief Executive and Secretary, on l.lockett@rcvs.org.uk or at:

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