ROYAL VETERINARY COLLEGE CUSTOMER SERVICE CHARTER

Our aim

The Royal Veterinary College (RVC) is committed to providing and promoting high quality, customer-focused primary care, referral, and diagnostic clinical services.

Scope

This Charter sets out our commitment to customer service in our clinical services. It details our terms of engagement, our standards, how customers can help us meet those standards and what we are doing to promote continuous improvement in customer care.

Terms of engagement

Face to face

We will listen to you and discuss your requirements fully
We will communicate with you in an open, fair and transparent manner
Our staff will wear embroidered clothing or name badges for ease of identification
We will provide you with information