



**OUR CHARTER SETS OUT OUR COMMITMENT TO THE STANDARDS OF SERVICE WE AIM TO PROVIDE TO CLIENTS REQUIRING OUR SUPPORT AND/OR ASSISTANCE.**

## **OUR COMMITMENT**

### **WE AIM TO:**

- Develop an organisation where clients are respected and valued and their pets are cared for as family members
- Regularly train and develop our staff in order to provide the highest standard of service and care
- Instill in all our staff the awareness that every activity ultimately impacts on our quality of service to you

## **OUR SERVICE STANDARDS**

### **MEDIVET VETERINARY PARTNERSHIP WILL STRIVE AT ALL TIMES:**

- To be sympathetic, compassionate and caring
- Remain accessible, sensitive, transparent and responsible
- Listen carefully and provide the appropriate, relevant solutions to your concerns
- Offer your pet the best treatment options available
- Provide clear and accurate information regarding the treatment and the costs before proceeding with treatment
- When necessary and practicable, promptly refer cases to a more experienced and qualified member of our team
- Consider any feedback you provide
- Provide you with a warm and welcoming experience
- Attend to you courteously and helpfully within two minutes of your arrival.
- Answer your telephone call within 4 rings
- Ensure that all our staff identify themselves by name on the telephone and wear name badges
- Respond to all your concerns
- Acknowledge all letters, emails, queries and complaints within 3 working days of receipt

## **YOU CAN HELP US BY:**

- Giving us all the information we need to help you
- Letting us know if you have any special needs/concerns
- Asking us to explain anything you are not sure of
- Being friendly and courteous with us
- Telling us how we can improve our services
- Insuring your pets to avoid costs limiting the treatment options we can offer your pet