

VetSkill Customer Service Statement

The way in which VetSkill delivers its qualifications and End Point Assessments is key to the reputation of VetSkill and its centres. VetSkill aims to provide a high level of support to centres and learners to ensure that quality standards are met.

Our commitment:

Communication

We will:

- Be contactable contact during office hours of 8.30am to 4.30pm Monday to Friday, excluding Bank Holidays.
- Ensure any planned office closures will be notified to centres and stakeholders via the VetSkill website. Where possible one month's notice will be given.
- Answer queries courteously, promptly and knowledgeably.
- Acknowledge and respond to written correspondence (letters and emails) within five working days of receipt. Where a full response is not possible within 5 working days, VetSkill will notify the contact and provide an expected time frame.
- Answer telephone queries within office hours and, where an immediate response can not be given, respond within 5 working days. Where a full response is not possible within 5 working days, VetSkill will notify the contact and provide an expected time frame.
- Ensure policies and procedures are published and information is accessible, easy to understand and up-to-date.

Fees

Fees are reviewed annually and are published on the VetSkill website. Fee changes will be published three months in advance of implementation.

Helping VetSkill to help you

VetSkill can support customers more effectively if:

- where applicable, a centre or learner registration number is quoted.
- publications are read and disseminated to staff and learners promptly.
- instructions are observed and all fields are completed on forms.
- appointments are kept with VetSkill representatives.
- VetSkill are notified promptly about any specific problems.
- the focus of calls is made clear so that customers can be directed to the correct department promptly.
- Respond promptly to enquiries or requests for further information.

Contacting VetSkill

Please contact us if you have any queries about any aspect of this statement:



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