

Customer Service Standards

Introduction

We are committed to providing a responsive, efficient and high quality service. We continually aim to improve our services and that means we need, and value, your feedback on the service we provide. These standards will be regularly reviewed and updated accordingly.

All AHVLA Regional Offices provide a 24 hour response service for animal health and welfare emergencies. AHVLA Regional Laboratories are open during the hours of 8:30am to 5pm Monday to Thursday and 8:30am to 4:30pm Friday.

Various parts of the Agency are certified to the following external quality standards

- ISO 9001 – Quality Management Systems
- Good Laboratory Practice (GLP)
- Good Clinical Practice (veterinary) (GCPv)
- Good Manufacturing Practice (GMP)
- ISO 17025 – Competence of testing and calibration laboratories
- ISO 17043 – Proficiency Testing
- Joint Codes of Practice for Research and Veterinary Activities (including surveillance) issued by Defra, FSA, BBSRC and NERC
- Official Food and Feed Control Regulations in relation to its Community Reference Laboratory (CRL) and National Laboratory functions
- Cattle Health Certification Standards (UK) (CHeCS) within

The addresses plus e-mail addresses of all our local offices, laboratories and headquarters are given and the end of this document.

We are committed to investing in the training and development of our employees to maintain and improve the quality of the services we offer.

We also aim to ensure our daily operations are as environmentally friendly as possible.

What can you expect from us?

- We will provide a 24 hour reporting service for animal health and welfare emergencies by operating a duty Veterinary Officer system
- We will respond immediately to reports of suspected notifiable disease which pose an immediate threat to human or animal health
- We will provide veterinary and scientific expertise and quality laboratory services
- We will turn around tests in the prescribed time and to approved standards
- We will assess all reports of adverse welfare on receipt. All reports will be investigated, with visits undertaken within 24 hours where there are suspicions of animals being caused unnecessary suffering
- If we visit you, we will aim to be on time for pre-arranged visits and appointments or notify you of any unforeseen delay
- Staff visiting you will identify themselves and explain the purpose of their visit
- Staff visiting you will be appropriately trained for the job they are doing. For training purposes, staff will sometimes be accompanied by others learning the job.
- We will offer customer friendly answering service for those calls we are unable to answer in person and respond to messages as quickly as possible. We will aim to return telephone calls within one working day of receipt, wherever possible.
- We aim to answer correspondence and complaints within 15 working days of receipt. If the 15 day deadline cannot be met we will send a holding reply explaining the reason for delay.
- We will provide access to information in accordance with the requirements of the relevant information legislation. We will use our website to publicise services and provide information
- We will seek feedback from our customers and stakeholders on the services we provide
- Our staff will be open and provide full information as far as practicable
- We will investigate the cause of any problems
- We will operate effective systems and continually seek improvements to prevent things going wrong
- We will do everything possible to put things right when they go wrong.

Feedback

Feedback is a good source of information about how our organisation is performing. We welcome both positive and negative feedback, to help us obtain a high quality service. We also carry out annual Customer Insight the results of which are then used to review and improve our services.

We would be very interested in any comments about your experience of our services. Please contact us by letter, e-mail, fax, telephone or in person at:

AHVLA Corporate Office

Block C Spur 3

Government Buildings

Whittington Road

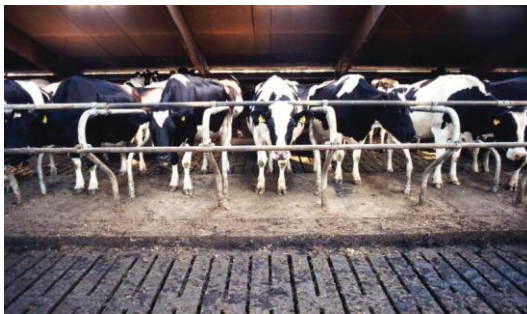
WORCESTER WR5 2LQ

T: 01905 768662

F: 01905 768851

E: corporate.centre@ahvla.gsi.gov.uk

If you are unhappy with any aspect of the service that we offer, and would like to complain, AHVLA has a formal complaints procedure.



Complaints

A complaint is any written or spoken expression of grievance or dissatisfaction with the service provided, which requires a response. We aim to ensure that we:

- Treat complaints seriously and deal with them properly
- Resolve complaints promptly and informally whenever possible
- Learn from complaints and take action to improve our service

Complaints about the standard of service

In the first instance you should speak, or write, to the person you have been dealing with. If you are telephoning, please make it clear that you wish to make a complaint and provide full details of your complaint including any relevant dates.

We aim to provide a full response within 15 working days. If this is not possible we will send an interim reply telling you when you may expect to know the outcome.

If you remain dissatisfied or your complaint concerns the service provided by AHVLA then please contact:

Head of Customer & Stakeholder Services

Block C Spur 3

Government Buildings

Whittington Road

WORCESTER WR5 2LQ

T: 01905 768662

F: 01905 768851

E: complaints@ahvla.gsi.gov.uk

The Head of Customer and Stakeholder Services will investigate complaints regarding standards of service and will report back to you within 15 days. If this is not possible, you will receive a letter explaining why and letting you know when you may expect a response.

You may also ask your Member of Parliament to take up your complaint with the appropriate Minister in England, Scotland or Wales.

If having followed the above steps, you are still not satisfied with the outcomes you can ask a Member of Parliament to refer your complaint to the Parliamentary Ombudsman who can be contacted at:

Parliamentary Ombudsman
 Millbank Tower
 Millbank
 London
 SW1P 4QP
 T: 0845 015 4033
 E: phso.enquiries@ombudsman.org.uk
 W: www.ombudsman.org.uk

Complaints about policies or legal issues

In England, development of policy, interpretation of legislation and other matters not related to standards of service are generally the responsibility of the Department for Environment, Food and Rural Affairs (Defra)

In Scotland and Wales, policy is generally the responsibility of the Scottish Government or the Welsh Assembly Government.

Policy relating to Dairy Hygiene Inspection (DHI) and some work in Egg Marketing Inspectorate (EMI) is the responsibility of the Food Standards Agency (FSA) the contact details are as follows:

ENGLAND	
<p style="text-align: center;">DEFRA Customer Contact Unit Eastbury House 30-34 Albert Embankment London SE1 7TL T: 08459 33 55 77 F: 020 7238 2188</p>	<p style="text-align: center;">Food Standards Agency UK Headquarters Aviation House 125 Kingsway London WC2B 6NH E: helpline@foodstandards.gsi.gov.uk T: 020 7276 8829</p>
SCOTLAND	WALES
<p style="text-align: center;">Head of Relevant Scottish Government Policy Division Saughton House Broomhouse Drive Edinburgh EH11 3XD T: 0131 556 8400 or 08457 741 741 F: 01397 795001</p>	<p style="text-align: center;">Head of Relevant Welsh Assembly Policy Division Welsh Assembly Government Cathays Park Cardiff CF10 3NQ T: 0845 010 3300 (English) 0845 010 4400 (Welsh) E: webmail@wales.gov.uk</p>

Complaints about Access to Information

The Information Commissioner's office is the UK independent public body set up to promote access to official information and to protect personal information.

Further information about your rights can be found at www.ico.gov.uk

If your complaint relates to a request for access to information then please write to us at:

The Information Manager
AHVLA
Block C Spur 3
Government Buildings, Whittington Road
Worcester
WR5 2LQ
T: 01905 768641
E: Access.2info@ahvla.gsi.gov.uk

Information Commissioners Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

T: 08456 30 60 60 or 01625 54 57 45

F: 01625 524510

E: notification@iso.gsi.gov.uk

AHVLA will aim to respond to all complaints about access to information issues within 20 working days. If we are unable to meet this deadline we will let you know the reason and keep you informed of when you can expect a reply.

If, having heard the outcome of your complaint, you are still dissatisfied then you have the right to apply directly to the Information Commissioner for a decision. Please note that generally the Information Commissioner cannot make a decision unless you have exhausted the AHVLA complaints procedure

Please note that as AHVLA are based in England generally all complaints, regardless of which part of the country your complaint relates to, should be made to the Information Commissioner in England. The Commissioner can be contacted at:



AHVLA Office Contact Details

HEADQUARTERS	
AHVLA Corporate Office Block C, Government Buildings Whittington Road Worcester WR5 2LQ T: 01905 763355 F: 01905 768851 E: corporate.centre@ahvla.gsi.gov.uk	AHVLA Corporate Office Woodham Lane, New Haw Addlestone Surrey KT15 3NB T: 01932 341111 F: 01932 347046 E: corporate.centre@ahvla.gsi.gov.uk
CONTINGENCY PLANNING DIVISION	
Area 5C, Nobel House 17 Smith Square London SW1P 3JR T: 020 7238 5191 F: 020 7238 1520 E: AHHQContingencyPlanning@ahvla.gsi.gov.uk	
OV APPOINTMENTS & TRAINING	
Spur 10, Block C Government Buildings Whittington Road Worcester WR5 2LQ T: 01905 762725 F: 01905 768649 E: ovteam@ahvla.gsi.gov.uk	
CITES & BIRD REGISTRATION	
Wildlife Licensing and Registration Service (WLRs) 1/17 Temple Quay House 2 The Square Temple Quay Bristol BS1 6EB T: 0117 372 8774 F: 0117 372 8206 E: wildlife.licensing@ahvla.gsi.gov.uk	
SPECIALIST SERVICE CENTRE (issues relating to scrapie flocks scheme, broiler directive registration and movement licences for pre 1996 cattle)	
Spur 10, Block C Government Buildings Whittington Road Worcester WR5 2LQ T: 0845 601 4858 F: 01905 768649 E: AHspecialistservicecentreworcester@ahvla.gsi.gov.uk	
TRACING CENTRE	
Specialist Service Centre (Cardiff) 66 Ty Glas Road	

Llanishen Cardiff CF14 5ZB T: 029 2076 8555 F: 029 2076 8520 E: ssccardiff@ahvla.gsi.gov.uk	
INTERNATIONAL TRADE	
Specialist Service Centre for Imports Government Offices Beeches Road, Chelmsford Essex, CM1 2RU T: 01245 454860 F: 01245 351162 E: AHOTChelmsford@ahvla.gsi.gov.uk (for import queries) E: quarantine@ahvla.gsi.gov.uk (for PETS and quarantine queries)	Specialist Service Centre for Exports Hadrian House, Wavehill Drive Carlisle CA1 2TB T: 01228 403600 F: 01228 591900 E: centralops.carlisle@ahvla.gsi.gov.uk
SERVICES	
Clinical Chemistry & Haematology T: 01743 461074 F: 01743 461073 E: shrewsbury@ahvla.gsi.gov.uk	Disinfectants (Defra approvals) T: 01932 357518 F: 01932 357230 E: disinfectants@ahvla.gsi.gov.uk
Event Organisation T: 01932 657730 F: 01932 357701 E: events@ahvla.gsi.gov.uk	Herdsure Cattle Health Improvement Service T: 01789 750972 E: Herdsure.LSLuddington@ahvla.gsi.gov.uk
Laboratory Service (also for Pet Travel Scheme & Rabies Helpline) T: 01932 357335 or 01932 357345 F: 01932 357838 or 01932 359519 E: lab.services@ahvla.gsi.gov.uk	Library T: 01932 357314 F: 01932 357605 E: enquiries@vla.defra.gsi.gov.uk
Sales Desk (for Lab testing) T: 01932 357641 F: 01932 357701 E: salesdesk@ahvla.gsi.gov.uk	TSE Archives Vetqas (Quality Assurance/Proficiency Testing) T: 01509 670607 F: 01509 670206 E: vetqas@ahvla.gsi.gov.uk
VLA Scientific (commercial products & services) T: 01932 357641 F: 01932 357701 E: viascientific@ahvla.gsi.gov.uk	
SURVEILLANCE CENTRES	
Liverpool University Veterinary Surveillance Centre Dept of Veterinary Pathology Leahurst, Neston South Wirral CH64 7TE T: 0151 794 6120 E: leahurst@ahvla.gsi.gov.uk	Royal Veterinary College Veterinary Surveillance Centre Department of Veterinary Pathology Hawkshead Campus, Hawkshead Lane North Mymms, Hatfield AL9 7TA T: 01717 666 630 E: rcv@ahvla.gsi.gov.uk

AHVLA Regional Laboratories	
Aberystwyth, Y Buarth, Aberystwyth Dyfed SY23 1ND T: 01970 612374 F: 01970 612424 E: aberystwyth@ahvla.gsi.gov.uk	Bury St Edmunds, Rougham Hill, Bury St Edmunds, Suffolk IP33 2RX T: 01284 724499 F: 01284 724500 E: bury-st-edmunds@ahvla.gsi.gov.uk
Carmarthen, Job's Well Road, Johnstown, Carmarthen, Dyfed SA31 3EZ T: 01267 235244 F: 01267 236549 E: carmarthen@ahvla.gsi.gov.uk	Langford, Langford House, Langford, Bristol BS40 5DX T: 0934 852421 F: 01934 852981/853450 E: langford@ahvla.gsi.gov.uk
Lasswade, Pentland Science Park, Bush Loan, Penicuik, Edinburgh EH26 0PZ T: 0131 445 6169 F: 0131 445 6166 E: lasswade@ahvla.gsi.gov.uk	Luddington, Stratford-upon-Avon, Warwickshire CV37 9SJ T: 01789 750212 F: 01789 750281 E: luddington@ahvla.gsi.gov.uk
Newcastle, Whitley Road, Longbenton, Newcastle upon Tyne NE12 9SE T: 0191 266 2292 F: 0191 266 3605 E: newcastle@ahvla.gsi.gov.uk	Penrith, Merrythought, Calthwaite, Penrith, Cumbria CA11 9RR T: 01768 885295 F: 01768 885314 E: penrith@ahvla.gsi.gov.uk
Shrewsbury, Kendal Road, Harlscott, Shrewsbury, Shropshire SY1 4HD T: 01743 467621 F: 01743 441060 E: shrewsbury@ahvla.gsi.gov.uk	Starcross, Staplake Mount, Starcross, Exeter EX6 8PE T: 01626 891121 F: 01626 891766 E: starcross@ahvla.gsi.gov.uk
Sutton Bonnington & Quality Unit, The Elms, College Road, Sutton Bonnington, Loughborough, LE12 5RB T: 01509 672332 F: 01509 674805 E: sutton-bonnington@ahvla.gsi.gov.uk	Thirsk, West House, Station Road, Thirsk, North Yorkshire YO7 1PZ T: 01845 522065 F: 01845 525224 E: thirsk@ahvla.gsi.gov.uk
Truro, Polwhele, Truro, Cornwall TR4 9AD T: 01872 272150 F: 01872 223443 E: truro@ahvla.gsi.gov.uk	Weybridge, Woodham Lane, New haw, Addlestone, Surrey KT15 3NB T: 01932 341111 F: 01932 347046 E: enquiries@ahvla.gsi.gov.uk
Winchester, Itchen Abbas, Winchester SO21 1BX T: 01962 779966 F: 01962 779438 E: winchester@ahvla.gsi.gov.uk	

AHVLA Regional Animal Health Offices	
England	
North Region Barton Hall, Barton, Preston PR3 5HE T: 01772 861144 F: 01772 861798 Nightline: 01772 861144 E: ah.northwest@ahvla.gsi.gov.uk	Midlands Region Saffron House, Tigers Road, South Wigston, Leicester LE18 4UY T: 0116 278 8451 F: 0116 277 0153 Nightline: 0116 278 8451 E: ah.eastmidlands@ahvla.gsi.gov.uk
South East Liberty House, 105 Bell Street, Reigate, Surrey RH2 7JB T: 01737 242242 F: 01737 241189 Nightline: 01373 242242 E: ah.southeast@ahvla.gsi.gov.uk	South West Clyst House, Winslade Park, Clyst St Mary, Exeter EX5 1DY T: 01392 266373 F: 01392 266375 Nightline: 01392 266373 E: ah.southwest@ahvla.gsi.gov.uk
Wales	
North Wales Government Buildings, Penrallt, Caernarfon LL55 1EP T: 01286 674144 F: 01286 674626 Nightline: 01286 674144 E: ah.northwales@ahvla.gsi.gov.uk	South Wales Ty Merlin, Heol Glasdwr, Parc Pensarnm Carmarthen SA31 2NS T: 01267 245400 F: 01267 245500 Nightline: 07000 780144 E: ah.southwales@ahvla.gsi.gov.uk
Scotland	
Ayr AHD, Russell House, King Street, Ayr KA8 0BE T: 01292 291350 F: 01292 291351 Nightline: 01292 268525 E: ah.ayr@ahvla.gsi.gov.uk	Galashiels AHDO, Cotgreen Road, Tweedbank, Galashiels TD1 3SG T: 01896 758806 F: 01896 756803 Nightline: 01896 758806 E: ah.galashiels@ahvla.gsi.gov.uk
Inverness AHDO, Longman House, 28 Longman Road, Inverness IV1 1SF T: 01463 728800 F: 01463 711495 Nightline: 07000 780126 E: ah.inverness@ahvla.gsi.gov.uk	Inverurie AHDO, Thainstone Court, Inverurie AB51 5YA T: 01467 626610 F: 01467 626611 Nightline: 01467 626610 E: ah.inverurie@ahvla.gsi.gov.uk
Perth AHDO, Strathearn House, Broxden Ind Estate, Lamberkine Drive, Perth PH1 1RX T: 01738 602211 F: 01738 602240 Nightline: 01738 602211 E: ah.perth@ahvla.gsi.gov.uk	