



THE UNIVERSITY *of* EDINBURGH  
**The Royal (Dick) School  
of Veterinary Studies**  
**The Hospital for Small Animals**

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**Clients' Charter**

Our commitment to you

- Your pet's well-being is our absolute priority- we will work with you to get the right outcome for you and for them.
- Our staff will be kind, gentle, patient and caring to your pet and polite to you.
- If your pet needs to be admitted, they will be accommodated in a clean, warm and comfortable environment, with separate general wards for individual species to minimise any stress.
- Your pet will have 24 hour care, with veterinary surgeons, nursing staff and support staff on site throughout the night.
- Although diseases can be unpredictable, we will look after your pet in a financially responsible way, aiming to provide accurate estimates, regular bill updates, and prompt invoices.
- We aim to return phone calls within the same day and to write reports to keep your local vet informed within two working days after your pet's discharge.

Things you might want to know

- All of our veterinary staff are fully qualified and members of the Royal College of Veterinary Surgeons, the regulatory body for vets and veterinary nurses. All students and support staff are supervised by our veterinary staff.
  - All our speciality clinics are run by internationally recognised experts in their field.
  - The standard of our nursing care is very important to us and several of our nurses hold advanced nursing qualifications.
  - We are educating the vets of tomorrow. We are working to improve understanding of disease and develop new diagnostic tests and treatments so that your pets and future animals can benefit from improved care.
  - If you feel we do our job well please tell us and if we don't live up to your expectations please let us know.
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