



**Institute of Animal Technology**

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# Customer service

## Customer service

### Our mission:

### *Advancing and promoting excellence in the care and welfare of animals in science*

The IAT aims to provide an internationally recognised education programme that ensures animal technologists: are prepared to meet their legal and ethical responsibilities in providing high standards of care and welfare for animals in science have the ability to provide suitable knowledge and skills for the future enhancements and refinements of animal welfare able to ensure animal technologists are able to fulfil their full potential on their career pathway.

The IAT is committed to achieving the service standards detailed below:

## Communicating with our customers

### We will:

Listen to our customers' requests and respond positively to them deal with enquiries courteously, promptly and knowledgeably aim to resolve customers' enquiries satisfactorily the first time they are raised.

### Customers will receive:

Prompt acknowledgement to correspondence (including complaints) an answer to written correspondence (letters) within 15 working days of receipt  
An immediate acknowledgement of the enquiry, if sent to one of our general enquiry email addresses and an answer within five working days of receipt.

## Communicating with our providers

### We will:

Listen to our providers' requests and respond positively to them deal with enquiries courteously, promptly and knowledgeably aim to resolve providers' enquiries satisfactorily the first time they are raised.

### Providers will receive:

Prompt acknowledgement to correspondence (including complaints) an answer to written correspondence (letters) within 15 working days of receipt  
An immediate acknowledgement of the enquiry, if sent to one of our general enquiry email addresses and an answer within five working days of receipt.

The complaint will be resolved, or customers will receive an outlined course of action, within 15 working days of receipt.

## Contact points

All enquiries should be directed to the IAT Administrator.

Please check IAT website [www.iat.org.uk](http://www.iat.org.uk) for contact details.

Written correspondence should be sent to:

**Institute of Animal Technology**  
**5 South Parade Summertown**  
**Oxford OX2**  
**7JL**

## Fees

The current fees are listed on the IAT website [www.iat.org.uk](http://www.iat.org.uk)

### Student Registration Fees:



A Student Registration fee is charged when registering for each qualification level which, which includes all the individual units within the qualification. This fee also includes provision of certification on successful completion.

Current fees are advertised on the IAT website ([www.iat.org.uk](http://www.iat.org.uk)) and will be reviewed annually.

However, should these change they will be approved by Council in March and brought to the AGM at Congress for approval by the Members and advertised in the Bulletin and on the IAT website for implementation in autumn of that year.

#### **Centre Fees:**

The IAT does not charge an annual Centre registration fee.

However, the IAT will recoup any additional Centre costs, plus an administration fee of £25, incurred in order to carry out the auditing process as the Awarding Organisation.

Payment terms 30 days from the date of invoice.

#### **Monitoring and review**

The effectiveness of the customer service statement is reviewed annually. The review includes feedback from stakeholders and incorporates the results from learner questionnaires. The results of the review are collated by the Board of Educational Policy and reported back to the members at the AGM and published on the website.