

SOUTH AFRICAN VETERINARY COUNCIL SERVICE CHARTER

1. About us

The South African Veterinary Council (SAVC) is the statutory body for the veterinary and para-veterinary professions in South Africa and has a duty to determine scientific and ethical standards of professional conduct and education by promoting the health and well-being of South Africans through the promotion of animal health, production, and well-being.

The SAVC derives its mandate through the Veterinary and Para-Veterinary Professions Act, Act no 19 of 1982, Regulations and Rules.

The regulations pertain to the standards of training, ethical and practice standards of veterinarians, veterinary nurses, animal health technicians, veterinary technologists, laboratory animal technologists and veterinary physiotherapists, thereby protecting the interests of those dependent on animals and assuring public health.

2. Our vision and mission

Vision

The custodian of quality veterinary standards.

Mission

Advancing public and animal health through quality veterinary services for all.

3. Our stakeholders

Our key stakeholders are, amongst others, as follows:

- Veterinarians
- Para-veterinary professionals such as:
 - Animal health technicians
 - Laboratory animal technologists
 - Veterinary nurses
 - Veterinary physiotherapists
 - Veterinary technologists
- Members of the public
- The Department of Agriculture, Land Reform and Rural Development (DALRRD)
- Training institutions

4. The objectives of the SAVC are to:

- Regulate the practising of the veterinary professions and para-veterinary professions and the registration of persons practising such professions;
- Determine the minimum standards of tuition and training required for degrees, diplomas and certificates entitling the holders thereof to be registered to practise the veterinary professions and para-veterinary professions;
- Exercise effective control over the professional conduct of persons practising the veterinary professions and para-veterinary professions;
- Determine the standards of professional conduct of persons practising the veterinary professions and para-veterinary professions;
- Encourage and promote efficiency in and responsibility with regard to the practice of the veterinary professions and para-veterinary professions;
- Protect the interests of the veterinary professions and para-veterinary professions and to deal with any matter relating to such interests;
- Maintain and enhance the prestige, status and dignity of the veterinary professions and para-veterinary professions and the integrity of persons practising such professions;
- Advise the Minister in relation to any matter affecting a veterinary profession or a para-veterinary profession.

5. Our adherence to legislative mandates/policies

The SAVC is governed by the Veterinary and Para-Veterinary Professions Act, Act no 19 of 1982, Regulations and Rules.

6. The SAVC's obligations to service beneficiaries

Our obligation to servicing beneficiaries is to ensure the well-being and protection of all registrees and members of the public. At the SAVC, our promise to engagement is as follows:

If you call the SAVC telephone line, we will endeavour to:

- Answer your telephone call within 1 minute (60 seconds); and
- Provide you with written feedback relating to your query within 3-7 working days.

If you visit the SAVC premises, we will endeavour to:

- Serve you within 15-30 minutes; and
- Provide you with written feedback relating to your query within 3-7 working days.

If you email the SAVC, we will endeavour to:

- Acknowledge receipt of an email query within 48 hours; and
- Provide you with written feedback relating to your query within 3-7 working days.

Kindly note that these timeframes are approximate and are dependent on current workloads and completeness of submissions and applications.

7. The SAVC's Registration Division

All general enquiries (not identified below) will be attended to within 3-7 working days of receipt by the SAVC Registration Division.

7.1. Applications for registration

- The registration process will vary depending on where you obtained your qualification and whether eligibility criteria are met.
- Application for registration with the SAVC will be processed within 14 working days, provided the application form is completed, supporting documents are certified and attached and that eligibility criteria is met.
- Application for registration can be sent to the following email addresses:

Profession	email
o Veterinary specialist	vet@savc.org.za
o Veterinarian	vet@savc.org.za
o Compulsory Community Service (CCS) veterinarian	ccs.vet@savc.org.za
o Animal health technician	aht@savc.org.za
o Veterinary nurse	vet.nurse@savc.org.za
o Veterinary technologist	vet.tech@savc.org.za
o Veterinary physiotherapist	vet.physio@savc.org.za
o Laboratory animal technologist	lat@savc.org.za

7.2. Application for Letters of Good Standing (LOGS)

- Application for a letter of good standing will be processed within 7 - 14 working days, provided the application form is completed, supporting documents are certified and attached and that eligibility criteria is met.
- Application for letter of good standing can be sent to the following email address: logs@savc.org.za

7.3. Application for registration of a veterinary facility [facility]

- Application for registration of a facility will be processed within 5 working days, provided the application form is completed and all supporting documents are certified and attached.
- Application for registration of a facility can be sent to the following email address: facilities@savc.org.za

7.4. Application for a duplicate registration certificate, inscription of an additional qualification, a change of surname or alteration to registration details

- All applications for services listed under 7.4 will be processed within 5 working days, provided the application form is completed, supporting documents are certified and attached.
- Applications can be sent to the following email addresses:

Profession	email
o Veterinary specialist	vet@savc.org.za
o Veterinarian	vet@savc.org.za
o Compulsory Community Service (CCS) veterinarian	ccs.vet@savc.org.za
o Animal health technician	aht@savc.org.za
o Veterinary nurse	vet.nurse@savc.org.za

o Veterinary technologist	vet.tech@savc.org.za
o Veterinary physiotherapist	vet.physio@savc.org.za
o Laboratory animal technologist	lat@savc.org.za

7.5. Application for student registration

- Applications for student registration with the SAVC will be processed within 7 working days, provided the application form is completed, supporting documents are certified and attached and that eligibility criteria is met.
- Applications for student registration can be sent to the following email address: student.registration@savc.org.za

7.6. Continued Professional Development (CPD) compliance and audit

- We will endeavour to attend to CPD queries and provide feedback within 5 working days.
- All CPD submissions and audit queries can be sent to the following email address: cpd@savc.org.za

7.7. Applications for authorisation [Section 23 (1)(c)] and re-registration 3 years after removal from the register

- All applications for authorisation to practice a veterinary and/or para-veterinary profession and re-registration 3 years after removal from register are evaluated by the Registration and Authorisation (R&A) Committee.
- The R&A committee meets quarterly to review the applications.
- The committee meeting dates and closing dates for application can be obtained from the Authorisation & Database Coordinator at email: authorise@savc.org.za
- Queries and applications for authorisation and re-registration can directed to the following email address: authorise@savc.org.za

8. The SAVC's Education Division

- The SAVC's Standards and Education Committees set and monitor the standards of training that veterinarians and para-veterinarians receive.
- We endeavour to respond to email queries within 2 – 5 working days.
- This includes queries relating to the accreditation of CPD activities, examination applications, peer review applications, visitations (both locally and internationally), global accreditation, monitoring and general education-related matters.
- For all education related queries, kindly send an email to director.education@savc.org.za, edu.coordinator@savc.org.za or edu.assistant@savc.org.za

9. The SAVC's Finance Division

- We endeavour to respond within 5-7 working days on request to resend and amend invoices.
- We endeavour to respond to all general financial enquiries within 3-5 working days.
- Processing of payments will be done within 7-10 working days once reflected on SAVC bank account with the correct reference.

- All creditors' payments will be processed on the 15th and end of the month.
- All finance queries can be sent to the following email address: finance@savc.org.za or director.finance@savc.org.za

10. The SAVC's Legal Division

- Simple enquiries (telephonic and e-mail): we will endeavour to reply within 2-3 working days.
- Complex enquiries (telephonic and e-mail): we will endeavour to reply within 2-7 working days, unless otherwise agreed with the service beneficiary.

10.1 Complaints to the SAVC regarding unprofessional conduct by veterinarians or para-veterinary professionals

- If you feel that the services of a veterinarian or para-veterinary professional amounts to unprofessional conduct in terms of the relevant rules, you can exercise your right to complain directly to the SAVC Legal Services Division, Ms Lorraine Mhlongo at (012) 345-6360 or at complaints@savc.org.za. Alternatively, you can contact Ms Dinamarie Stoltz at (012) 345-6360 or at director.legalaffairs@savc.org.za
- You have to complete the complaint form found on the SAVC website and simultaneously submit a commissioned affidavit fully substantiating the complaint.

10.2 Criminal complaints regarding transgressions of the Veterinary and Para-Veterinary Professions Act, Act no 19 of 1982.

- Contact the SAVC Legal Services Division, Ms Dinamarie Stoltz at (012) 345-6360/083-632-3904 or at director.legalaffairs@savc.org.za
- Alternatively, you can contact Ms Lorraine Mhlongo at (012) 345-6360 or at complaints@savc.org.za

11. The SAVC's Systems & Design Division

- Simple enquiries (telephonic and email): We will endeavour to reply within 2-3 working days;
- Complex enquiries (telephonic and e-mail): We will endeavour to reply within 2-7 working days, unless otherwise communicated.
- Advertisements: we will endeavour to reply within 2-7 working days;
- Facebook adverts will be posted on the first Friday after the advertisement has been published on the SAVC's website.
- For all systems and design related queries kindly send an email to systems@savc.org.za

12. Compliments and complaints regarding the conduct of SAVC staff members

- We will endeavour to deal with compliments and complaints received through our Human Resources Division within 5-10 working days.

- For queries, compliments and complaints regarding SAVC staff, kindly contact Mr Chester Magardie at (012) 345-6360 or at hr@savc.org.za

13. The SAVC's contact details

- You can contact the SAVC on (012) 345 6360.
- The SAVC's physical address is: 26 Victoria Link Street, Route 21 Corporate Park, Nellmapius Drive, Irene, Pretoria, Gauteng, South Africa.
- The SAVC's office hours are from 08h00-17h00 weekdays.
- The SAVC website address: www.savc.org.za

14. SAVC Infographic



Systems & Design

- systems@savc.org.za – All queries relating to IT systems and support, technical queries on registree portal, CPD portal, annual declaration, website, newsletter, advertising, marketing and PR



Finance & Office Support

- debtorclerk@savc.org.za – invoices, maintenance fees, payment-related matters
- director.finance@savc.org.za – special dispensation, all finance-related matters
- meetings@savc.org.za – committee meetings, queries relating to meetings with the SAVC President, Registrar, Executive Committee



Education

- edu.coordinator@savc.org.za – information on and applications for Council Registration Examination, applications for specialist peer review, CPD provider queries, accreditation of CPD events, individual application for allocation of CPD points
- director.education@savc.org.za – all education-related matters



Registration

- authorise@savc.org.za – authorisation matters
- admin@savc.org.za – facility inspections, community engagements queries
- facilities@savc.org.za – registration of facilities, change of facility principal queries
- registration2@savc.org.za – registrations, Letters of Good Standing, confirmation of registration, general queries relating to re-registration
- student.registration@savc.org.za – registration of students, inscriptions, critical skills letters queries
- cpd@savc.org.za – CPD audit & CPD cycle queries
- director.registrations@savc.org.za – all general queries relating to registrations, facilities, inspections and authorisation matters



Legal

- legalsecretary@savc.org.za – general legal queries
- complaints@savc.org.za – lodging complaints, investigation matters
- director.legalaffairs@savc.org.za – all legal matters, legislation & policy queries

