

Customer care guidance

We define our customers as anyone who comes into contact with the Trust in any capacity, or anyone with an interest in what we do.

We aim to provide good customer service and welcome feedback on what we do and how we do it.

Our customer care standards

- valuing the views of customers and taking them into account
- being easy to contact, answering phone calls, emails and letters quickly and efficiently
- taking people's different communication needs into account
- behaving professionally
- being honest, open and accountable
- providing clear, accurate, timely and relevant information
- keeping customers informed and keeping them up to date on changes
- responding within agreed timescales
- processing enquiries, comments, concerns and complaints effectively and efficiently

Feedback and complaints

We welcome feedback as this can help us improve what we do and how we do it. This might be about things we are doing well, or things we could do better.

If you are dissatisfied with our performance, or that of a group applying for or receiving funding from us, then you can make a complaint. Your reason for making a complaint might include one or more of the following:

- maladministration has taken place (for example, published procedures were not followed or significant mistakes have been made)
- you have been given incorrect advice or information
- you have not been treated politely
- you have been discriminated against or treated unfairly

You may be disappointed if we turn down your application for funding, but you cannot use the complaints procedure to appeal against our decision on giving a grant if we have followed our procedures correctly.

Giving feedback or making a complaint about organisations applying for funding or receiving funding from People's Health Trust

If you wish to give feedback or make a complaint about an organisation applying for funding or receiving funding from People's Health Trust we advise you to take it up with them directly.

When giving feedback or making a complaint:

- clearly and simply outline your points of concern in a letter or email to the most senior member of the organisation
- ask them to acknowledge your letter and give a timescale of when you can expect a full response

If your complaint isn't dealt with satisfactorily and within a reasonable timeframe, please make us aware of this by completing the [Feedback Form](#), and providing us with full details of the steps you have taken to resolve the matter with the organisation.

You may also use the [Feedback Form](#) if you feel unable to raise a serious disclosure directly with the organisation.

Giving feedback or making a complaint about People's Health Trust

You can give us feedback, or make a complaint about the Trust in any of the ways listed below:

- by completing and submitting a [Feedback Form](#), which is our preferred way of hearing from you
- in writing by email to: feedback@peopleshealthtrust.org.uk
- in writing by post to: Executive Assistant, People's Health Trust, 64 Great Eastern Street, London, EC2A 3QR
- verbally by telephone on: 020 7749 9100 - only if your feedback or complaint cannot be made in writing, for example, because of disability. In this case, we will write down your contact details, what you say, read it back to you, and send you a copy of what we have recorded
- with the support of an advocate if you require this

All feedback and complaints must detail your full name, postal address and contact phone number, whether online, via post or verbally. You should set out the facts as clearly as possible, in a logical order. Remember to include important details and dates where possible.

We will treat you with respect, and we expect you to treat our staff in the same way.

Serious disclosures (sometimes known as 'whistleblowing')

Examples of a serious disclosure include but are not limited to:

- Serious financial malpractice or fraud
- Serious failure to comply with a legal obligation or statutes
- Serious dangers to Health & Safety or the environment
- Conduct which is a breach of the law
- Improper behaviour or unethical behaviour
- Attempts to conceal any of these.

Making a serious disclosure about an organisation applying for funding or receiving funding from People's Health Trust

If you wish to make a serious disclosure about an organisation applying for funding or receiving funding from People's Health Trust we advise you to take it up with them directly in the first instance.

You may also consider contacting the police, local safeguarding boards or, where appropriate, any regulators connected to the organisation. Regulators may include the [Charity Commission](#) (for charities registered in England & Wales), [the Office of the Scottish Charity Regulator](#) (for charities registered in Scotland) or [Companies House](#).

When making a serious disclosure, we advise you to:

- clearly and simply outline your points of concern in a letter or email to the most senior member of the organisation.
- ask them to acknowledge your letter and give a timescale of when you can expect a full response.

If your concerns aren't dealt with to your satisfaction, or within a reasonable timeframe, please make us aware of this by completing the [Feedback Form](#) and providing us with full details of the steps you have taken to resolve the matter with the organisation.

You may also use the [Feedback Form](#) if you feel unable to raise a serious disclosure directly with the organisation.

Making a serious disclosure about People's Health Trust and its staff

If you wish to make a serious disclosure about the Trust, you should (supported by an advocate if needed) write to: Executive Assistant, People's Health Trust, 64 Great Eastern Street, London, EC2A 3QR. Please mark the envelope 'private and confidential'.

Where appropriate, you may consider contacting the Trust's regulators, which include the [Charity Commission](#) (for charities registered in England & Wales), [the Office of the Scottish Charity Regulator](#) (for charities registered in Scotland) or [Companies House](#).

Our response times

If you contact us by submitting a [Feedback Form](#) (our preferred way of hearing from you), by email or voicemail we will send you an acknowledgment (or a full reply if possible) within two working days of receipt.

If you contact us by letter we will send you an acknowledgment (or a full reply if possible) within two working days of receipt.

If we are unable to respond to you fully within these timescales, we will provide a full response within twenty working days. Occasionally, we may need to extend this deadline, and we will advise you if this is necessary.

Confidentiality

The Trust cannot guarantee absolute confidentiality in relation to feedback, complaints, or serious disclosures made by customers. It can only offer 'conditional' confidentiality. For example, if it believes the law has been broken and wishes to report a matter to the police, then it may pass on the information you have submitted and/or your contact details.