

## 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

### Summary: Comments/feedback, complaints and serious disclosures

This guidance is divided into sections that tell you:

Section 1: How you can give us comments/feedback, and make complaints or serious disclosures

Section 2: What we classify as comments/feedback, complaints or serious disclosures

Section 3: About our response times to the comments and issues you have raised

Section 4: What level of confidentiality you can expect from us

Section 5: Gives you our contact details

### Section 1: How to give us feedback/comments, make a complaint or make a serious disclosure

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

- by completing and submitting a Comments, Complaints and Serious Disclosure Form through the Contact Us page on our website, which is our preferred way of hearing from you
- in writing via letter or email, using the contact details at the end of this document
- verbally, e.g. by telephone - only if your feedback, complaint or serious disclosure cannot be made in writing, i.e. 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 comments, complaints and serious disclosures 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.

If you provide us with comments or feedback, or make a complaint or a serious disclosure, we will treat you with respect, and we expect you to treat our staff in the same way.

### Section 2: What we mean by comments/feedback, complaints and serious disclosures

The following information section is divided into three areas and you can skip to the section you are interested in by clicking on the following links, or browse the whole document:

- [Comments and feedback about the Trust's work](#)

- [Complaints about the Trust, or about an organisation that is funded by the Trust, or is applying for funding from the Trust](#)
- [Serious disclosures \('whistleblowing'\) about the Trust, or about an organisation that is funded by the Trust, or is applying for funding from the Trust](#)

## **Comments and Feedback about the Trust's work**

We welcome comments and suggestions as these can help us improve what we do and how we do it. These might be about things we are doing well, or things we could do better. If you would like to comment on anything that we do, please complete and submit a Comments, Complaints and Serious Disclosure Form through the Contact Us page on our website; or send us an email to: [feedback@peopleshealthtrust.org.uk](mailto:feedback@peopleshealthtrust.org.uk); call us on 020 7749 9100, or send us a letter to our address below.

## **Complaints about the Trust, an organisation that is funded by the Trust, or an organisation that is applying for funding from the Trust**

If you are dissatisfied with our performance 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, if we have delayed, made mistakes or failed to follow our published procedures)
- we have given you incorrect advice or information
- we have not treated you politely, or
- we have discriminated against you or not treated you fairly.

You can also complain to us about an organisation we are funding, or has applied to us for funding, for similar reasons.

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.

If you would like to comment on anything that we do, please complete and submit a Comments, Complaints and Serious Disclosure Form on our website; or send us an email to: [feedback@peopleshealthtrust.org.uk](mailto:feedback@peopleshealthtrust.org.uk); call us on 020 7749 9100, or send us a letter at our address below.

## **Serious disclosures (sometimes known as 'whistleblowing')**

We have procedures to deal with serious disclosures. 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.

## **If you wish to make a serious disclosure about People's Health Trust and its staff**

If you feel any of the above applies to the Trust, you should contact the Executive Assistant of



People's Health Trust at the address below, in an envelope marked 'confidential'.

### **If you wish to make a serious disclosure about an organisation applying for funding or receiving funding from People's Health Trust**

Before contacting the Trust about an organisation it is funding, we recommend you contact the organisation in the first instance, and only contact us if you are not satisfied with the outcome. You may also consider contacting the police and, where appropriate, any regulators connected to the Trust or a funded 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](#).

If you feel any of the above applies to an organisation applying for or receiving a grant from us you may also contact the Trust. If you wish to contact the Trust, please complete and submit a Comments, Complaints and Serious Disclosure Form on the Contact Us page on our website; or send us an email to: [feedback@peopleshealthtrust.org.uk](mailto:feedback@peopleshealthtrust.org.uk); call us on 020 7749 9100; or send us a letter at our address below.

### **Section 3: Our response times**

If you contact us by submitting a Comments, Complaints and Serious Disclosure Form on the Contact Us page on our website (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. If you contact us by letter we will send you an acknowledgment (or a full reply if possible) within two working days. If we are unable to respond to you fully within these timescales, we will provide a full response within 20 working days.

### **Section 4: 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.

### **Section 5: Contacting us**

Please submit your feedback, or details of your serious disclosure or complaint via the form on the Contact Us page on our website, which is our preferred way of being contacted.

Alternatively, you can email us at [feedback@peopleshealthtrust.org.uk](mailto:feedback@peopleshealthtrust.org.uk), call us on 020 7749 9100 or send a letter to:

Executive Assistant  
People's Health Trust  
64 Great Eastern Street  
London, EC2A 3QR