



Department of Health – Customer Service Centre

Customer Charter

Who we are

The Department of Health (DH) provides policy and guidance to the NHS and adult social services.

The Customer Service Centre provides a central point of contact for all DH's customers. It provides information about the NHS and adult social services on request and replies to correspondence on behalf of the Department's Ministers.

You can write directly to the Secretary of State and Health Ministers at the Department's address. However, due to the large volume of post received, you will receive a response on their behalf from the Customer Service Centre. The Customer Service Centre is an integral part of the Department of Health, staffed by civil servants. The Centre has been set up to reply on behalf of Health Ministers to enquiries and correspondence from members of the public (letters, web contact form and telephone calls). It is managed by a Senior Civil Servant, and there is close liaison with Ministers on a daily basis. Please note that the Customer Service Centre is unable to transfer telephone calls to Ministers' offices.

Although the Customer Service Centre is not a part of the NHS, it can provide contact details for customers who need to communicate with the NHS, social care organisations, other government departments (OGDs) or their agencies.

This leaflet sets out what services we provide, the standards you can expect from us and how we aim to improve the service we offer you.

How to contact us

Write to Us

You can write to the Department at the following address:

**Customer Service Centre
Department of Health
Richmond House
79 Whitehall
London SW1A 2NS**

If you prefer, you can send your enquiry via the [web contact form](#)

Or you can fax your enquiry to us on (020) 7210 5952

Call Us

**Telephone: (020) 7210 4850
Textphone: (020) 7210 5025**

Lines are open Monday - Friday from 8.30am to 5.30pm, excluding Bank Holidays, Privilege days (the Queen's birthday, Christmas Eve and the Thursday afternoon before Good Friday).

These details are also available on the ['Contact Us' page](#) of the Department's website.

Our Commitment

We aim to give you the best possible service at all times. As a customer, you can expect the following:

- For our staff to be thorough, polite and professional
- For the information we provide to be accurate and to meet your needs
- For us to investigate your concerns and complaints about the Customer Service Centre or the Department of Health thoroughly and fairly
- For us to keep your personal details confidential and handle information about you in line with the Data Protection Act 1998 and our [Information Charter](#)
- For us to listen to any feedback you may provide about our services

When you contact us by post or web contact form, you can expect the following:

- For us to answer all letters and web contacts as quickly as possible; the maximum time you can expect to wait for a reply is 20 working days
- For all web contacts requiring a response to receive an acknowledgement
- For our replies to be easy to understand
- For our replies to be accurate
- For us to answer your question or respond to your comment

If you contact our call centre by telephone, you can expect our staff to:

- Answer 80 per cent of calls within 30 seconds
- Explain why they need to put you on hold or refer you to another service
- Take a note of any comments about our services and pass them on to the relevant person to deal with
- Treat you politely and in a professional manner
- Provide you with accurate information
- Investigate complex queries and call you back, if they are not able to provide an answer on the spot. A member of staff will aim to call you back within three working days.
- Provide a scribe service, if you have difficulties writing to the Department

If you contact us to make a complaint about the Customer Service Centre, you can expect our staff to:

- Investigate your complaint thoroughly
- Keep you informed about the progress of your complaint
- Aim to respond to your complaint within 20 working days

Quality Assurance, Complaints and Feedback

Quality Assurance

The Department is committed to providing the highest standard of service available, whichever way you choose to contact us.

The quality of our customer service is evaluated through a combination of internal monitoring, an independent, external assessment in the form of Mystery Shopping exercises.

All monitoring is carried out randomly to achieve a true reflection of call handling performance. This process is an essential part of our ongoing coaching, supporting our Information Advisors in their aim to provide a consistently high level of service.

Complaints

If you would like to make a complaint about the Customer Service Centre or the Department of Health, you can write to us or telephone us:

**Customer Service Centre
Department of Health
Richmond House
79 Whitehall
London SW1A 2NS**

[Web contact form](#)

Fax: (020) 7210 5952

Telephone: (020) 7210 4850

Minicom (for people with impaired hearing): (020) 7210 5025

Further information on how to make a complaint is available on the [Department's website](#)

Customer Feedback

We are continually looking for ways to improve our service, and welcome your feedback about the service you receive. If you would like to complete an online customer satisfaction survey, please click on the link below:

[Customer satisfaction survey](#)

You can obtain paper copies of the survey by writing to us, using the web contact form, or calling us via the contact details provided above. Alternatively, if required, an information advisor can arrange to complete the survey over the telephone at a suitable time, should neither the electronic nor the paper formats be appropriate options for you.