



Customer charter

Our customer charter shows what customers can expect from Papworth Trust



You can communicate with us



Communicate with us in a way that works best for you.



We will make sure it is easy for you to contact us.



You can speak to us in person.



You can speak to us on the phone by calling 01 480 357200



You can email us at info@papworthtrust.org.uk



You can message us on Facebook, Instagram, X and LinkedIn.

We will treat you with kindness and respect



Staff will be friendly and helpful.



We will be truthful.

We will listen to you



Staff will listen to you if you have any issues.



Staff want to know what is important to you so we can make changes to keep you happy with our service.

We want you to have a good service



Staff will keep you safe whilst you are at our service.



Staff will also keep your personal information safe.

Personal information can mean anything that can be used to find out you are and how to contact you.

Examples of personal information are:



Your name



Your address



Your phone number



Your email address.



Information about your health if you have told us.