

We will...

- make sure it is easy for you to get in touch.
- make sure you can communicate with us in a number of ways.
- have a simple approach to sharing information with you.



We will...

- be friendly, putting you at the heart of everything we do.
- ensure we are open, honest and transparent.
- have helpful and professional staff.



communicate with us in a way that works for you

be treated with fairness and respect

Papworth Trust

Customer Charter

As a customer you have the right to...

be listened to

a high quality service

We will...

- seek and encourage your views, listening to the issues that really matter to you.
- use your feedback to shape our services and the decisions we make.



We will...

- set high standards for all of our services.
- have your safety and well being as our top priority.
- store and use your personal details and information safely and securely.

