

FtP customer service standards

This document sets out the customer service standards we aim to meet. We hope that whatever the outcome of your contact with us, whether you are a nurse, midwife, employer, member of the public or any other individual or organisation, that you will be satisfied with our service.

What you can expect from us in Fitness to Practise

Our customer service promise

To demonstrate our commitment, we have set out our customer service promise – behaviours which our staff will apply in their dealings with internal and external customers. We will:

- Be welcoming and courteous.
- Be respectful.
- Be helpful and responsive.
- Communicate clearly.
- Treat all people fairly.
- Provide information suited to the customer's needs to the best of our ability.
- Be clear and realistic about what we can provide and when.

Using our services

We want our service to be accessible to everyone and can:

- Provide all our printed materials in different formats and different languages.
- Use the typetalk service.
- Talk to you on the phone in different languages (using an interpreter).

Please let your case officer or contact person know if you have any specific needs that you would like us to take account of.

Our contact with you

- We want you to understand what is happening with your case.
- We will provide you with details of who you can contact in respect of your case.
- We will deal with you in plain English by explaining any complicated terms and avoiding jargon.
- We will give you details about the way we work and what you can expect.

Dealing with cases as quickly as possible

When we contact you we will always try to meet the following timescales:

- Telephone messages and voicemails will be returned within 24 hours.
- Emails will be acknowledged by the next working day, stating a date by which a substantive response will be sent.
- Letters will be acknowledged within five working days, stating the date by which the person can expect to receive a substantive response.
- If a later date is not agreed then a substantive response will be provided within 20 working days.

The time it takes us to conclude our consideration of your case will vary depending on what it is about, the availability of witnesses and what information or further investigation is required. We aim to conclude our enquiries as soon as we can and will indicate at the start of the process how long we expect them to take, ensuring that we provide you with updates if timings change.

Please be assured that we will deal with matters as quickly as we can, as we understand that an investigation is a difficult situation for all concerned.

Confidentiality

If you refer a matter to us, to help us deal with a case effectively we need to send a copy of your letter or referral form and any supporting information you provide directly to the nurse or midwife concerned. That is why we ask you to sign the referral form or complete a separate form to say you agree to this, as it is the quickest way to get started.

Similarly, if you are a nurse or midwife and respond to a complaint, we may copy that response to the person or organisation that referred the complaint to us. We will use your information in accordance with our privacy notice and our Fitness to Practise information handling guidance. You can find out more about these on our website: www.nmc.org.uk/contact-us/foi-and-dpa/privacy

We are aware that the facts in some cases can contain very sensitive or personal information, which we will never inappropriately share with other parties.

For more information about this area of our work, please speak to our freedom of information officer or email foi&dparequest@nmc-uk.org

Feedback about our service

We welcome feedback at any stage in a case, so please do contact us if you have feedback to provide.

When we close a case, we will ask the person or organisation that referred it to us to give feedback on how well they think we handled the case, based on our customer service promise (see above). We will also ask the nurse or midwife and any witnesses for their feedback. A questionnaire is available on our website:

www.nmc.org.uk/concerns-nurses-midwives/what-we-do/our-customer-service/ftp-feedback-form

The completed comments provide us with valuable feedback to enable us to continue to improve our service for the future. We hope that you will complete the questionnaire, as your comments are very important to us.

Most people have a good experience of the service that we provide, but sometimes things do go wrong. Our aim is to work with you to find the best solution to any issues that arise and to learn from them for the future.

If you have any concerns about the time taken to progress a case or how it is being handled, please contact us via our complaints [webform](#). Alternatively, you can send a complaint to complaints@nmc-uk.org or for the attention of the Complaints Manager at 23 Portland Place, London, W1B 1PZ.

On receipt of your concern(s), we will respond within the following timescales:

- We will acknowledge your concerns within two working days of receiving them.
- We will send you a full response within 20 working days of the acknowledgement or inform you of any delays.

You can read more about our complaints process on our website:

<https://www.nmc.org.uk/contact-us/complaints-about-us/>

What we expect from you

We expect you to treat our staff politely. If we find that you are not treating our staff politely, we may decide to restrict how we communicate with you in the future or, in extreme circumstances, we may decide to stop dealing with you in a certain way (for example only in writing and not over the telephone, or through a representative only).

We also expect you to send us, as quickly as possible, any documents we ask for and let us know if you change your address during a case.

Contact us

As indicated, we will provide you with contact details for your case officer and you should contact them directly with general queries relating to the case. You can also contact us in the following ways:

Phone: 020 7637 7181

Fax: 020 7580 3410

www.nmc.org.uk

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