

**Health Professions Council  
Communications Committee 27<sup>th</sup> February 2006  
Customer services - audit**

## **Executive Summary and Recommendations**

### **1. Introduction**

HPC Communications started the function of customer services within the function in April 2004. This report details the recommendations the function has made in that time. With the organisation growing and the level of customer service we provide increasing in importance it is our intention to commission an external audit of our customer service process, standards and delivery. The audit will not only give us a benchmark against our current standards but provide recommendations for our future development in this area. The work is to be undertaken by GB Training (our current customer service experts) and will fall within this financial year (05/06).

### **2. Decision**

The committee are asked to note the work undertaken within customer services during this time and support the use of an external audit so as to provide recommendations for the future direction and position of HPC's customer service strategy.

### **3. Background information**

Prior to April 2004 HPC there were no standards for customer service in place or any methods for capturing the data relating to complains and recommending fixes.

### **4. Resource implications**

Audit recommendations will highlight these

### **5. Financial implications**

£15-20,000 consultancy fee (covered by 2005/6 budget)

### **6. Background papers**

- Customer service recommendations

### **7. Appendices**

None

### **8. Date of paper**

13<sup>th</sup> February 2006, Chris Middleton



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