



# Faculty of Public Health

of the Royal Colleges of Physicians of the United Kingdom

Working to improve the public's health

## FPH's Customer Charter

### How FPH's members help deliver our mission and values

FPH's members give their time and expertise to support the organisation and the wider public health profession. It is because of the dedication of its members that FPH is able to achieve its objectives and mission by delivering its strategy. Without this input, we would not have the national and international credibility that gives us the authority to do our work.

#### **FPH members can expect:**

- High quality service and support from the organisation that is their professional home. This includes:
  - A welcoming atmosphere at our head office, where meetings with officers, members, partners and staff are regularly held. Although the layout of our office building limits our accessibility, FPH strives to be an inclusive organisation that harnesses the skills and talents of all its members and staff.
    - If you would like to visit us at our head office, we would be happy to arrange a meeting by prior appointment.
  - Resolving queries through a personalised service and in a professional and timely way (we aim to answer all phone calls within five rings and to provide a prompt initial response to all email queries)
- FPH to provide quality assurance and deliver an evidence-based service that maintains and promotes the highest educational and professional standards for public health
- That we will do all we can to maintain FPH's reputation as a relevant, credible organisation that represents and reflects the views of its members
- That we will advocate on your behalf to keep public health priorities in the news and in the minds of policy makers and politicians
- That we will listen and act on your feedback about the services we provide. If there are improvements we can make, we will do our best to implement them. If mistakes are made, we will do everything we can to rectify the situation, explain what happened and learn from them.

#### **What the organisation expects from its members**

All members of FPH's staff team work to the benefit of the entire organisation by bringing expertise and experience to their roles, which have several aspects to them. For example, a member of staff may provide the secretariat to a Committee and also participate in a strategic planning meeting. With such a small team, we need a supportive and harmonious working relationship with our members to achieve FPH's mission of promoting public health and maintaining the highest possible professional standards and practice.

All members and staff working together on FPH business should expect to be treated with professional courtesy, fairness and respect. Any threatening or discriminatory behaviour will not be tolerated. Such behaviour will be thoroughly investigated by the Chief Executive and appropriate measures taken, including the possible suspension of membership privileges or termination of membership.