

PROTECTION OF TITLE SERVICE STANDARDS

1. Contacting the Protection of Title Team

- 1.1. Protection of title complaints are managed by a team of Case Officers within the Fitness to Practise Department. The team are generally available between 9am and 5pm, Monday - Friday. The team can be contacted by post, email, telephone and fax. Our details are as follows:

Telephone: 020 7840 9814
Free phone: 0800 328 4218
Fax: 020 7582 4874
Email: ftp@hpc-uk.org

Address: Health Professions Council, Fitness to Practise,
Park House, 184 Kennington Park Road, London,
SE11 4BU.

Contact name: Paul Robson (Case Team, 3)

- 1.2. We aim to answer phone calls promptly, however where this is not possible we will respond to phone messages at the earliest opportunity.
- 1.3. Everyone will be dealt with in a fair and objective way, which is free from discrimination.
- 1.4. Members of the team will be courteous and polite and the same is expected of those who come into contact with the Fitness to Practise Department. Where individuals become rude or abusive to HPC employees, steps may be taken to limit contact to written correspondence only.
- 1.5. We welcome constructive feedback on the way in which we implement the fitness to practise process.

2. Communication of information

- 2.1. We aim to provide clear, straightforward information to everyone.
- 2.2. When requested we will arrange for information to be produced in different formats such as Braille, Large Print and other formats. We can also provide an interpreter or other appropriate facilities where required.
- 2.3. Due to the nature of Protection of Title process, there are sometimes complex legal and professional issues involved. We aim to clearly set

out and explain these without the use of jargon and abbreviations that are not commonly known.

4. Case Management

- 4.1. We aim to acknowledge a protection of title enquiry in writing within 10 working days of receipt, and provide information of the next steps in the process.
- 4.2. Each case is assigned to a Case Officer who will be responsible for the case until its conclusion. The direct contact details of the Case Officer will be provided to ensure that they can be contacted with questions. You will be notified if the Case Officer changes.
- 4.3. It may not be possible to keep a complainant fully informed of the progress of the case due to potential criminal proceedings.