

## About CPPE

The Centre for Pharmacy Postgraduate Education (CPPE) is funded by Health Education England to provide continuing professional development opportunities to all pharmacists and pharmacy technicians providing NHS services in England. We are based in the Manchester Pharmacy School, within the University of Manchester. More information about CPPE is available in our [CPPE: a guided tour](#) document.

Our programmes are now available to purchase by the wider healthcare professional audience both in the UK and internationally. Before new subscribers complete a purchase and register with CPPE they must read and agree to the [CPPE terms and conditions](#). All customers when logging in to the website will be prompted to confirm that they agree to the CPPE terms and conditions.

## CPPE customer charter

CPPE is committed to providing high-quality and professional learning programmes and excellent customer service.

The CPPE customer charter sets out CPPE's commitment to our customers and the level of quality they can expect to receive, in terms of both the learning programmes we provide and the services that support them.

## Our commitment

CPPE is committed to providing high-quality and professional learning programmes and excellent customer service. We strive to support our customers by giving clear, consistent and timely information about the learning programmes, events and services we deliver. We provide this support by committing to our core values of improvement and achievement, communication, encouraging others, openness and honesty and working together. Our team are here to help our customers gain the most from our learning programmes and will respond in a respectful and courteous manner.

## Quality of learning

CPPE develops high-quality learning programmes in a defined and systematic way, fully involving our customers from the design and development stages, through delivery to evaluation.

As part of our quality assurance process, CPPE assigns a programme guardian to each of our learning modules. They are recognised experts in the relevant area. The guardian carries out a biannual review of each learning programme to ensure all information is as up to date as possible. We post updates on our website based on their recommendations to keep our customers' learning current.

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## Quality of service

Quality is paramount at CPPE. You can read about our quality processes within our [quality document](#).

We have set a number of standards for the level of service that you can expect when dealing with us:

## Our customer services

- We will reply to emails within three working days (emails sent to local pharmacy tutors will receive a reply within five working days).
- We will reply to letters within three working days.
- We will acknowledge the receipt of a complaint within three working days.
- We will provide a full reply to a complaint within 20 working days.
- We will achieve a target of 90 percent from our customers who are satisfied with the quality of our service.
- We will achieve a target of 90 percent from our customers contacting CPPE, who felt we handled their complaint or query satisfactorily.

## Our delivery standards

- We will send a confirmation of booking email within 24 hours of booking an event or learning programme.
- We will dispatch pre-event materials to arrive at least 14 days before the date of the event. For late bookings (within 10 days of the event date), we will dispatch pre-event materials within 4 days. Event materials are also available to download from our website.

## Our learning services

- We will develop a minimum of 15 new learning programmes as per commission.
- We will maintain the cost per hour of learning, development and delivery within annual inflationary pressures.
- We will maintain the current level of administration costs to ensure maximum expenditure on learning.

## Availability - learning

Our learning portfolio contains a wide range of learning programmes, covering a broad range of topics in a variety of formats.

**GPhC registrants in England** – if you are a pharmacist, pharmacy technician or pre-registration pharmacist providing NHS services in England, you will not have to pay for the majority of our programmes.

All customers who book on to an event or workshop in England are subject to the CPPE cancellation policy and short notice of a cancellation will incur a charge.

**CPPE subscribers – healthcare professionals in the UK and other countries** – other healthcare professionals can register with CPPE for free and purchase programmes. Most of our e-learning programmes, downloadable PDFs and e-assessments are available to purchase.

## Availability – customer services

You can speak to our customer services team between 9am and 5pm, Monday to Friday. Booking and ordering is also available 24 hours a day through our website: [www.cppe.ac.uk](http://www.cppe.ac.uk)

## Having your say – comments and compliments

Customer service improvements at CPPE are informed by the views of our customers. We value all feedback from our users. There are a number of ways you can let us know about your views. These include:

Email: [info@cppe.ac.uk](mailto:info@cppe.ac.uk) (for general enquiries, requests for information and feedback)

Telephone: 0161 778 4000

Address: Centre for Pharmacy Postgraduate Education  
1st floor, Stopford Building, The University of Manchester, Oxford Road,  
Manchester M13 9PT

Alternatively, you can get in touch using our social media channels:

[www.twitter.com/cppeengland](http://www.twitter.com/cppeengland)

[www.facebook.com/cppeengland](http://www.facebook.com/cppeengland)

## Having your say – complaints policy and process

### What is a complaint?

We define a complaint as an expression of dissatisfaction with the standard of our service that requires a response. Your feedback helps us to improve the quality and standards of our services for the future.

### How to complain

If you want to make a complaint this should be made in writing by letter or email.

To help us understand and respond quickly to your complaint, it is helpful to include all relevant details in your correspondence, together with your General Pharmaceutical Council (GPhC) registration number and contact details.

Let us know when we have answered your concern.

### The process

#### Stage 1

Your complaint will be recorded by the CPPE customer services team and acknowledged within three working days.

If your complaint cannot be resolved immediately you will receive a full written response within 20 working days.

Your complaint will be investigated fairly and dealt with in confidence.

## Stage 2

If, after receiving our response to your complaint, you feel that your concerns have not been fully addressed, you can ask for it to be reviewed by a member of the CPPE management team. You will receive a full written response that will explain the basis of our decision. This will be the final decision on behalf of CPPE.

In order for us to fully investigate your complaint you may be asked to provide further information in writing.

## What we need from you

We are keen to offer you the highest quality learning programmes and customer service possible. There are a number of things that you can do to help us make the process run smoothly.

- **Providing the right information**

When contacting us, please have your GPhC number ready. Please quote it on all written correspondence. We use this number to ensure we access your correct details.

- **Changing personal details**

Please remember to let us know if your personal details have changed. While we have access to some information held by the GPhC, we need you to provide us with your delivery address directly. Please make sure that the delivery and work addresses that we hold for you are up to date. If you want to provide us with up to date details:

- Step 1** visit our website: [www.cppe.ac.uk](http://www.cppe.ac.uk)
- Step 2** click on the Log in button
- Step 3** choose the My CPPE button
- Step 4** select Profile.

## Confidentiality

We will ensure that all personal data supplied is held in accordance with the Data Protection Act 2018. CPPE will not pass on your personal data to any third party organisation. We do use contractors for certain aspects of our business. Any data transfer is encrypted and will only be used for services commissioned by CPPE.

## We are here to help

Our staff are here to help you gain the most from our learning programmes. Please be respectful and courteous when dealing with them.

The CPPE customer services team deals with a variety of queries each day. You may also be able to find answers to your questions on our website.

## Keeping you up to date

Information we provide to our customers will be accurate to the best of our knowledge. We will communicate with you using a variety of means, including our national mailings, e-newsletter, website, surveys, email, letter, telephone and text messaging.