

## Customer feedback

The Corporate Procurement Unit welcomes customer suggestions and feedback.

Customers are encouraged to formalise such feedback by emailing the Head of Corporate Procurement (contact details are on the back page of this leaflet).

If you are not happy with the service you have received, you should first contact the person you have been dealing with.

If the issue is not resolved to your satisfaction then the complaint should be escalated to the Head of Corporate Procurement.

The Head of Corporate Procurement will arrange to investigate the matter and aim to provide a full response within 15 working days of receiving your complaint. If the investigation takes longer than this, you will be kept informed of the progress and as to when you can expect to receive a reply.

If your complaint is not satisfactorily resolved or relates directly to the Head of Corporate Procurement, you should contact the Director of Business Development.

## About us

The Corporate Procurement Unit is an internal business partner which collaborates with customers to deliver value for money and enhanced service delivery and performance within London Probation Trust.

We provide strategic procurement advice and support on the acquisition of all goods and services within London Probation Trust in line with Public Procurement EU Law, London Probation Trust's Standing Orders and the Procurement Strategy.

The team also provides broader commercial advice and support to help manage risk, develop commercial behaviour and organisational opportunities and to generate revenue through other partners.

The Corporate Procurement Unit aims to provide you a high quality professional service, ensuring we satisfy your requirements by listening to you and engaging with you at all times during the procurement process.

### Your main contact is:

Clare Martin  
Interim Head of Corporate Procurement  
London Probation Trust  
151 Buckingham Palace Road  
London, SW1W 9SZ  
Telephone: 03000 480044  
E-mail: [clare.martin@london.probation.gsi.gov.uk](mailto:clare.martin@london.probation.gsi.gov.uk)

# Corporate Procurement Unit



## Corporate Procurement Unit Customer Charter

This charter is our statement of intent. It sets out what our customers can expect from us as well as what support we need from them.

We aim to develop and provide a wide range of products and services that meet our customers' needs at all times.

### **Putting our customers at the centre of everything we do**

We will seek to understand our customers and their needs.

We will ensure the service you receive is professional, positive and respectful.

Our intranet site (find us under Corporate Services on [http://london\\_web/lpb](http://london_web/lpb)) will remain updated and offer the most relevant information and resources.

## What you can expect from us

We aim to provide you with the right information and support in a timely and constructive manner.

Everyone will be treated fairly and with respect and courtesy.

Our staff and services will be easy to access and will, wherever possible, provide you with choice.

We strive for continuous improvement.

We will keep you informed and explain any decisions.

Our services will be delivered in a way that ensures we add value and make a difference.

We will adhere to London Probation Trust's values, vision, policy and strategy.

If we do something wrong we will put it right as quickly as possible. We accept our responsibility and the need to be held accountable. We will provide reasons for any failure and seek to prevent any repercussions.

## What we need from you

You accept your responsibility in aligning your intentions to London Probation Trust's vision, values, policies, annual business plan and overarching strategy.

You understand that the Corporate Procurement Unit will sometimes challenge the status quo in the interests of organisational improvement and business need. As such, you will understand and support the team when such situations arise.

You will work with us, at the point of identifying the business need and in a timely manner, to develop a mutual understanding of requirements and responsibilities. You will also keep us updated in relation to any changes in requirements.

You will provide us with as much relevant information as possible in a timely manner.

You will conduct purchases in line with EU Public Procurement Law and London Probation Trust's governance arrangements and inform us as soon as possible when problems occur.

