



**Compensation Recovery Unit
Customer Charter**

September 2009

DWP Department for
Work and Pensions

Compensation Recovery Unit Customer Charter

The Compensation Recovery Unit (CRU) is part of the Department for Work and Pensions. Our job is to recover benefits/lump sums that have been paid because of an accident, injury or disease from compensation awarded for the same accident, injury or disease.

The Compensation Recovery Unit, on behalf of the Departments of Health (DoH), also recovers National Health Service (NHS) treatment and ambulance charges resulting from incidents / accidents where compensation has been awarded and NHS hospital treatment or ambulance services have been received for the injury sustained.

This Customer Charter tells you about the standard of service that CRU aim to provide in our day to day work. It also tells you how you can give us feedback and what to do if things go wrong in your dealings with us.

Our responsibilities to you

In delivering our services we will:

- Set clear standards so that you know what you can expect
- Communicate clearly and effectively and in plain language
- Make our services easy to use, particularly for those with specific needs
- Treat people fairly and with respect
- Treat what you tell us as confidential
- Put things right as quickly and efficiently as possible, if they go wrong.

Your responsibilities to us

You can help us to give a good service by:

- Telling us your reference number when you contact us
- Giving us a telephone number that we can contact you on
- Giving us full and accurate information when we ask for it
- Telling us about any changes that you feel may affect our action

Shared responsibilities

We can help each other by:

- Respecting one another and showing patience and understanding of each others' position
- Being polite and courteous in our dealings with each other.

We want to give you the best service we can and we are always working to improve. Listening to your views will help us to improve. If you want to comment about the service we have given you, or think we have done something wrong or something well, please contact the relevant [Customer Service Manager](#)

Providing our services

The Compensation Recovery Unit aim to provide a service that is easy to use by everybody. This will always be by written contact or by telephone as our office is not open to the public.

If you have any specific needs to enable you to access our services, for example, in order to meet a hearing, speech, sight or language problem, please tell us so that we can provide a service in the best way that suits you. We can provide an interpreting service if English or Welsh is not your first language.

We will ensure that in delivering our services we abide by all relevant legislation.

Improving our services

We work to continuously improve our services and regularly carry out customer surveys and act on feedback and comments.

More about this charter

This charter is available in large print, Braille, audiocassette and in the following languages:

| | |
|---------|------------|
| Arabic | Bengali |
| Chinese | Gujarati |
| Punjabi | Somali |
| Urdu | Vietnamese |

If you have any comments about this charter, please contact the relevant [Customer Service Manager](#) or write to us at:

The Compensation Recovery Unit
Durham House
Washington
Tyne and Wear
NE38 7SF

When we contact you

In writing

We can write to you in English, or if you ask, in many other languages. If you live in Wales you can choose to deal with us in English or Welsh.

Our letters will:

- Be typed and in clear, plain language
- Be accurate and helpful
- Tell you clearly if there is anything you need to do
- Give you suitable contact details so that you can get in touch with us.

If you have a sight impairment please let us know so that we can arrange for a suitable way to communicate with you. We can provide written information in other formats, such as large print or Braille.

By phone

If we need to telephone you we will:

- Explain who we are, where we are calling from and why
- Check your details so that we know we are talking to the right person
- Call you back at an agreed time if you ask us to.

If you have speech or hearing impairment our office uses Typetalk.

If you do not speak English we can arrange for an interpreter to help you.

When you contact us

In writing

When you contact us by letter, fax or email we will reply within 10 working days of the date we hear from you.

If we cannot send you a full reply within 10 working days we will tell you why.

We will also tell you if there is anything we need you to do and when you can expect a full reply.

By phone

Our telephone opening hours are Monday – Thursday 8.30am – 4.30pm and Friday 8.30am – 4.00pm. Our phone number will be at the top of any letter we send you.

We aim to answer your call within 30 seconds.

Our staff will answer the phone in a polite and helpful manner and give you their name. They will give you accurate information and try to answer all your questions.

If you prefer, we can arrange for someone to call you back at an agreed time.

If you have a speech or hearing impairment you can use Typetalk to contact us. The Typetalk number will be at the top of any letter we send you.

If you do not speak English or Welsh we can arrange for an interpreter to help you.

You will not be able to visit us

Our office is not open to the public, so you will not be able to visit us. If you phone or write to us, we will be able to help you with your enquiry.

Giving you advice and information

We can provide advice and information in other formats and languages. Please see the section on 'Providing our services'.

If you want us to give information to someone who is helping or representing you (in writing or over the phone), we need you to give us your written authority to do this.

If you think the decision we have made is wrong

If you need more information, please ask us to explain how we have made the decision. If you think the decision we have made is wrong contact us within one month of the date of the letter giving you the decision, with the reasons why you think the decision is wrong. We will reconsider the decision and if appropriate make any necessary changes. If we cannot change the decision you will in most cases be given the right of appeal to an independent tribunal.

The letter telling you about our decision will tell you if you can appeal. You can get a leaflet about how to appeal from our website [Z2 - Recovery of benefits and or lump sums appeal guide](#).

If you think the decision we have made about NHS Charges is wrong, please see our leaflet on our website [Z1 - Recovery of benefits and or lump sums and NHS Charges](#) for details of when you need to contact us.

What to do if things go wrong

If you think something has gone wrong with the service we provide or we have not met the standards in this Charter, we want to know so that we can try and put it right.

You can give us your comments or make a complaint by phone, or in writing. Our [Customer Service Managers](#) will look into your complaint.

We will reply to your complaint within 7 working days of receiving it. If we cannot deal with your complaint fully within 7 days, we will tell you if there is anything we need you to do and when to expect a full reply.

You may want to ask a Citizens Advice Bureau or similar organisation for help and advice. You may also take the matter up with your Member of Parliament, Member of the European Parliament, Member of Scottish Parliament or Welsh Assembly Member.

When you receive our response to your complaint it will also contain details of how to contact the Compensation Recovery Unit Manager should you believe that the response does not satisfactorily deal with your complaint.

If you do not consider that any subsequent response you receive from the Compensation Recovery Unit Manager satisfactorily deals with your complaint you will be given details of how to submit your complaint to the Head of Department.

If you do not consider that the response you received from the Head of Department satisfactorily deals with your complaint you will be given details of how to take your complaint further to the Independent Case Examiner. If you choose to contact the Independent Case Examiner this must be done within six months of receiving a response from the Head of Department.

The Independent Case Examiner will take a fresh look at the facts of the case in order to determine a satisfactory outcome but does not consider matters of law or government policy.