Occupational Health Service

CHARTER

You can expect

• That no employee will receive less favourable treatment on grounds of gender, sexual orientation, marital status, disability, race, national origin, age, religion, trade union or political affiliation, HIV status or socioeconomic background

• To be treated with courtesy by flexible and understanding staff

• A safe clean and comfortable environment

• An explanation if your appointment is delayed

• That your records will be kept confidential to Occupational Health.

www.ucl.ac.uk/hr/occ_health/faqs/confidentiality_statement.doc

• Complaints to be dealt with promptly

• Your comments will at all times be welcomed.

You can help us by

• Treating us with the courtesy you would expect

• By attending your appointment or cancelling with as much notice as possible

• By being punctual for your appointments. We aim to see you if you are late, but you will need to wait if other clients are on time

• By updating us if you change your name or contact details.

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