



Medicines & Healthcare products Regulatory Agency

Customer Services - Our Customer Charter

The Medicines and Healthcare products Regulatory Agency is an Executive Agency of the Department of Health and a government trading fund, with a mission to protect and improve the health of millions of people every day through the effective regulation of medicines and devices, underpinned by science and research.

We provide a central point of contact for anyone wishing to get in touch with the Agency about any issue.

This charter sets out the services we provide, the standards you can expect from us and how we will review and seek to improve the service we offer you.

How to contact us

By telephone:

T: 020 3080 6000 (Lines are open Monday – Friday 09:00 – 17:00 excluding bank holidays)

In Writing:

Email: info@mhra.gsi.gov.uk

Write to us at: MHRA Customer Services (4-T)
151 Buckingham Palace Road
London, SW1W 9SZ

Our Commitment to you

We aim to give you the best possible service at all times. As a customer, you can expect the following:

- For our staff to be friendly, helpful and sensitive to your individual needs
- For the information we provide to be accurate and to meet your needs
- To receive impartial and equal treatment
- For us to listen to any feedback you may provide about our services
- For us to keep your personal details confidential and handle information about you in line with the Data Protection Act 1998

When you contact us in writing you can expect the following:

- For us to answer your enquiry as quickly as possible: our maximum response time is 18 working days
- For our replies to be easy to understand
- For our replies to be accurate
- For us to answer your question or respond to your comments

If you contact us by telephone, you can expect our staff to:

- Answer your call within 30 seconds
- Answer your enquiry at the first point of contact whenever possible
- If we need to put you on hold, request your enquiry in writing or refer you to another part of the agency or to another body then we will explain why
- Treat you politely and in a professional manner
- Provide you with accurate information
- Take a note of any comments about our services and take them forward

You can help us to give you a good service by:

- Telling us how we can improve our services by giving us any comments and suggestions
- Participate in our six monthly surveys
- Tell us if you have a complaint

Monitoring our service

We will:

- Give you opportunities to provide your feedback on the service received
- Publish information on service levels as collected through our six monthly surveys
- Undertake a mystery shopping programme, which will be used to measure our performance

