

Procedures for the conduct of departmental business

[PHA Standing Orders December 2019 FINAL.pdf](#)

[Standing financial instructions - Feb 2019](#)

[Management Statement and Financial Memorandum 2018](#)

Procedures for the provision of services

[PHA Standing Orders December 2019 FINAL.pdf](#)

Customer service

[Complaint / complaints procedure](#)

[How to make a complaint](#)

Records management and personal data policies

[Records management policy](#)

[Data Protection/Confidentiality policy](#)

[Good Management Good Records Guidance](#)

[Records Management strategy](#)

[Information Governance strategy](#)

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Records Management policy May 12.doc	144 KB
good-mamagement-good-records_0.pdf	1.55 MB

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Records Management Policy.pdf	115.09 KB
Information Governance Strategy 19.04.12.docx	68.82 KB
Records Management Strategy19 04 12.docx	78.33 KB
Signed_Management_Statement_Financial_Memorandum.pdf	435.55 KB
PHA_Standing_Financial_Instructions_February_2019_FINAL_PDF_Version_0.pdf	293.37 KB
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PHA_Standing_Orders_December_2019_FINAL.pdf	563.6 KB
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