

## **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](#)

## **Downloads**

<b>Attachment</b>	<b>Size</b>
<a href="#">Records Management policy May 12.doc</a>	144 KB
<a href="#">good-mamagement-good-records_0.pdf</a>	1.55 MB

<b>Attachment</b>	<b>Size</b>
<a href="#">Records Management Policy.pdf</a>	115.09 KB
<a href="#">Information Governance Strategy 19.04.12.docx</a>	68.82 KB
<a href="#">Records Management Strategy19 04 12.docx</a>	78.33 KB
<a href="#">Signed Management Statement Financial Memorandum.pdf</a>	435.55 KB
<a href="#">PHA Standing Financial Instructions February 2019 FINAL PDF Version 0.pdf</a>	293.37 KB
<a href="#">PHA Standing Orders March 2019 FINAL PDF Version 0.pdf</a>	543.94 KB
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