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# CLIENT SERVICE CHARTER

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**JULY 1, 2023**

**ALLIED HEALTH PRACTITIONERS COUNCIL OF ZIMBABWE  
20 WORCESTER ROAD EASTLEA HARARE**

## CLIENT SERVICE CHARTER

This charter aims to set service quality standards to the services provided by Allied Health Practitioners Council of Zimbabwe (AHPCZ). This Client Service Charter outlines our customer service commitments and also sets service delivery turnaround times for selected key services provided by the Council `s departments.

Registrar   
.....  
F. Maziriri (Ms)

28 / 07 / 2023.....  
Date



## Introduction

Allied Health Practitioners Council of Zimbabwe (AHPCZ) is a statutory body established under the Health Professions Act (Chapter 27.19) which was established and enacted by the President and Parliament of Zimbabwe in year 2001. The mandate of the Council is to assist in the promotion of the health of the population of Zimbabwe through regulating, controlling, supervising all matters affecting training, registration, practice and enforcing ethics and discipline amongst allied health practitioners.

## About AHPCZ

Allied Health Practitioners Council of Zimbabwe (AHPCZ) is a statutory body established under the Health Professions Act (Chapter 27.19)

## Vision

To be the leading regulatory authority for health practitioners.

## Mission

To provide regulatory frameworks and standards of practice to health professionals for quality healthcare delivery in Zimbabwe and beyond.

## Core Values

- **Professionalism:** We shall conduct ourselves in a manner that will satisfy our stakeholders. We shall consistently practice the highest standards of excellence and diligence in the execution of our duties.
- **Accountability:** We shall remain liable and answerable to our stakeholders. We shall also ensure that we update our stakeholders on the services that the Council will be offering.
- **Integrity:** We insist on being honest and having moral principles and uprightness. Our major stakeholders, who are the patients, rely heavily on us to ensure that they receive a service that is of high standards. We undertake to inculcate integrity in our practitioners as well the Council at large
- **Efficiency:** We shall employ cost effective methods to produce the desired results. We shall ensure that we reconfigure our internal processes to facilitate the smooth provision of service to our stakeholders
- **Teamwork:** We shall work collaboratively to achieve our goals. We shall ensure that this principle will be entrenched in all of us as we aim to tackle our different roles. We shall be guided by the need to achieve our goals which are enshrined in our mandate

## Departments and Functions

DEPARTMENT	FUNCTIONS
<b>Finance and Administration</b>	<ul style="list-style-type: none"> <li>• Managing organisational resources</li> </ul>
<b>Regulatory Services</b>	<ul style="list-style-type: none"> <li>• Enforcing compliance</li> <li>• Ensuring quality education and training</li> <li>• Managing the registration processes of practitioners</li> <li>• Marketing and Public Relations</li> </ul>

### Overall functions

- To assist in the promotion of the health of the population of Zimbabwe.
- To promote the practice of the professions or callings and to foster research into, and develop knowledge, of such professions or callings
- To regulate, control and supervise all matters affecting the training of persons in, and the manner of the exercise of, the professions and callings.
- To promote liaison in the field of training, in both Zimbabwe and elsewhere; to monitor, enforce and improve the standards of such training in Zimbabwe; and to advise the responsible Minister on any matters affecting any profession or calling.
- To communicate information to the responsible Minister on matters of public importance acquired by the Council in the performance of its functions under this Act; to consider and determine applications for the registration of persons in the professions and callings subject to such conditions, whether as to qualifications or otherwise, as may be prescribed by the Council.
- To establish and maintain one or more registers for the registration of persons in the professions and callings
- To issue practising certificates to registered persons and to cancel or suspend such certificates in terms of this Act.
- To define and enforce ethical practice and discipline among registered persons.
- To encourage co-operation between the Council and other councils established under this Act.
- To take such steps as appear to the Council to be necessary or desirable to advance the standing and effectiveness of registered persons in Zimbabwe.
- To present the views of registered persons on national, regional and international issues; to evaluate and monitor the standards of qualifying examinations, courses and training for registered persons to evaluate any examinations, training courses and qualifications of foreign institutions for the purposes of registration in any of the professions or callings; and to perform any other function that may be conferred or imposed upon the Council by or in terms of this Act or any other enactment.

## SERVICE COMMITMENTS AND STANDARDS

SERVICE	SERVICE STANDARD
Renewals	3days (72 hours)
New Registration – Local Qualification	5days (120 hours)
New Application – Foreign Qualification	20days (480 hours)
Provisional/Internship to Main Register application	10days (240 hours)
Registration of Additional Qualification - Local	10days (240 hours)
Specialist Registration	10days (240 hours)
Registration of Private Practice	20days (480 hours)
File Assessment Feedback	20days (480 hours)
Board Examination Feedback	20days (480 hours)
Viva Examination Feedback	20days (480 hours)
Certificate of Good Standing	2days (48 hours)
Stamp and Confirmation	2days (48 hours)
Accreditation of institutions	60 days (1440 hours)

**Note: The service standard timelines are premised on the assumption that the client has met all regulatory requirements.**

### WHAT OUR CLIENTS CAN EXPECT

We aim to ensure that all clients receive a professional, prompt and courteous response. We will always take into account of our clients' needs in fulfilling our mandate.

Customers can contact us via a range of channels as outlined below.

#### 1. Telephone

Our Local helpdesk number is **0242 303027 / 263 771 832 846**

- Operating hours: Monday to Friday 0800– 1630 Hrs. (Closed on weekends and public holidays)
- Clients will be treated with courtesy and respect in all telephone contact.
- If the staff member cannot deal with your query directly, it will be assigned to the appropriate AHPCZ representative for further intervention.

#### 2. Emails

The most efficient way to contact us is by email at [reception@ahpcz.co.zw](mailto:reception@ahpcz.co.zw)

Customers may also write to us at our head office at the below address.

**Allied Health Practitioners Council of Zimbabwe.**  
**20 Worcester Road**  
**Eastlea**  
**Harare**

- Emails will be checked and acknowledged daily during working hours Monday to Friday.
- You will be treated with courtesy and respect in all written correspondence.
- A contact name will be provided in all written responses.
- All emails to [registrations@ahpcz.co.zw](mailto:registrations@ahpcz.co.zw) will be acknowledged by an automatic response.

### **3. Face to face**

- Clients are free to come to our offices for any service requested.
- Operating hours: Monday to Friday 0800– 1630 Hrs. (Closed on weekends and public holidays)
- You will be treated with courtesy and respect in all face-to-face interactions and welcomed professionally at all Council offices.
- If you call at our offices without pre arrangement, we will make every effort to help you in any way we can, but our capacity to do this may be limited due to nature of our council structure

### **4. Inspections**

Our Compliance Officers undertake inspections each year across a wide range of units.

- Our Compliance Officers will act with professionalism and courtesy at all times.
- Our Compliance Officers will provide helpful information and guidance on any AHPCZ matter
- Compliance Officers will enforce the relevant legislation in a targeted, fair, consistent and accountable manner and in proportion to the risks involved.

## **RIGHTS AND OBLIGATIONS**

### **Obligations to clients**

- We shall not disclose any private information of our clients collected while doing our business.
- We commit to protect the identity of our whistle-blowers.
- We commit to provide relevant information upon request and / or when necessary.
- We commit to treat our clients with courtesy.

## **Clients Responsibility**

- To comply with regulatory requirements.
- To timeously provide accurate and complete information.
- To report any unprofessional behavior by registered practitioners.
- To report any unprofessional behavior by staff members of AHPCZ.
- To report unregistered institutions and any contravention of the Health Professions Act.

## **Review of this client Charter**

The AHPCZ will endeavor to review this client services Charter every one (1) year to take advantage of the changing environment and in order to provide the best possible service to our clients.

## **Feedback**

We welcome your opinion and appreciate the time taken to bring any suggestions to our attention. If you have any comments or suggestions on how we can improve our service please feel free to communicate with us

Feedback helps us improve the quality of information and services. See the contact details below, which you can use to make enquiries or find out about our comprehensive listing of all the services we provide. We are committed to ensuring that all our clients receive fair and reasonable attention. When you provide feedback, your privacy and confidentiality will be respected and protected

## **How to make a complaint**

Our staff are dedicated to providing a professional service and getting things right first time. Despite our best endeavors, we recognise that things may not always meet customer expectations. We have a standard procedure in place to ensure that we investigate your complaint fully and fairly.

Some complaints can be dealt with immediately. Where this is not possible, we will acknowledge your complaint in writing or by telephone to confirm that we have understood your concerns correctly.

We will investigate your complaint and respond within five (5) working days of receipt. We will also inform you of any actions and endeavor to try satisfying your complaint.

If you are not satisfied with this response, you may raise your concerns at a more senior level by writing formally to the Registrar of the Council.

## How to get in touch with us

- Calling our helpdesk on **0242 303027/ WhatsApp number 263 771 832 846** or email [reception@ahpcz.co.zw](mailto:reception@ahpcz.co.zw)
- Using the Council's social media platforms
  - Facebook:** Allied Health Practitioners council of Zimbabwe
  - Twitter:** @allied\_council
  - WhatsApp:** +263 771 832 846
- Writing to the Registrar using the details given below to:

**Physical Address: 20 WORCESTER ROAD EASTLEA, HARARE**

**Postal Address BOX A14 AVONDALE HARARE**

**TELEPHONE: +263 04-303027;**

**WhatsApp: +263 771 832 846**

**EMAIL: [registrar@ahpcz.co.zw](mailto:registrar@ahpcz.co.zw)**

**WEBSITE: [www.ahpcz.co.zw](http://www.ahpcz.co.zw)**