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Genomics England’s Service Desk Guide

This document outlines the support available from the Genomics England Service Desk.

# Genomics England Service Desk Guide

This guide explains how the Service Desk at Genomics England can support you, the types of questions we can help with, and how you can get in touch with us. We aim to provide a helpful and respectful service for everyone.

In this guide, “participants” means anyone who has donated their genomic and health information to the National Genomic Research Library (NGRL) though the 100,000 Genomes Project, NHS Genomic Medicine Service (GMS), Generation Study and other participating research projects.

## What we do

The Service Desk is your point of contact if you need help. We support participants, researchers, and other users by:

* Logging, prioritising, tracking and responding to all enquiries.
* Passing requests to the right team when needed.
* Keeping you updated on the progress of your request.

## How we can help

We can help with questions about:

* Questions about your participation in genomic research.
* Updating your email address.
* Submitting a Subject Access Request (SAR).
* Withdrawing data from the National Genomic Research Library (NGRL).

## What we cannot assist with

While we always do our best to help, there are some areas we can’t assist with:

* Your NHS diagnostic genomic testing results, you can only receive your results from your clinician.
* Information about other participants (unless they are your child and/or have an intellectual disability).
* Medical advice or interpretation of genomic results.
* Recommendations for private genome sequencing or other testing.

For medical advice, or help understanding your results, we recommend speaking with your clinician. If the clinician is not known, we can direct you to someone who can help.

## Contacting the Service Desk

The best way to reach us is through the [Service Desk portal](https://www.genomicsengland.co.uk/service-desk), where you can log your query directly. You can also call 0808 281 9535 or reply to our emails to keep the conversation in one place.

### Response Times:

* General enquiries: 1-3 working days.
* Complex cases: These may take longer, but you will always receive an acknowledgment, i.e. queries involving multiple teams.

### Important Note:

Please do not use personal email addresses of Genomics England staff, all queries should go through the official channels so we can properly track and respond to them.

Colleagues at Genomics England may sometimes be on leave or may leave the company and other people need to pick up your questions. This is why all our conversations need to be recorded by the Service Desk, so different colleagues have all the right information to help resolve your query.

We are committed to fair and equitable access to our support services for everyone, no matter how you contact us.

To help us support you effectively:

* Use the same ticket for ongoing queries to avoid confusion.
* Give us time to liaise with colleagues and gather the right information.

## Guiding Principles

At Genomics England, we uphold the **Nolan Principles** of public life, which guide how we work and interact with everyone who contacts us. We kindly ask that those reaching out to the Service Desk also align with these principles to foster a respectful and productive environment.

* Selflessness: Acting in the public interest.
* Integrity: Avoiding conflicts of interest.
* Objectivity: Making decisions based on evidence.
* Accountability: Being responsible for our actions.
* Openness: Being transparent about decisions.
* Honesty: Acting truthfully at all times.
* Leadership: Leading by example.

[Read more about these principles](https://www.gov.uk/government/publications/the-7-principles-of-public-life/the-7-principles-of-public-life--2).

To ensure we can assist you effectively, we ask that all interactions with the Service Desk remain respectful and constructive.

* Please treat all team members with courtesy and respect.
* You will be assisted by whichever team member is available; we do not assign specific contacts.
* Please allow sufficient time between queries, as responses may require input from multiple teams.

We aim to provide a helpful and efficient service and appreciate your cooperation.

## Feedback and Suggestions

We value your feedback and are always looking to provide the best possible service. If you have any suggestions or comments, please let us know. Your input helps us improve!

Thank you for your understanding and cooperation. We look forward to assisting you.