## **Standards of Service** July to September 2023

We recognise that excellent customer service is integral to the delivery of high quality public services and we are committed to meeting the needs of customers in a professional manner. You can expect the following standards when you contact us:

All targets are 100% unless otherwise stated.

## **Calling in Person:**



If you have an appointment we aim to meet you within 5 minutes of your appointment time.



98%

98%

97%

72%

If you call in person and do not have an appointment a member of staff will meet you within 15 minutes.

If your enquiry or complaint

is about an issue we do

We will keep you

of your complaint.

We will respond to

all correspondence

not cover we will give you the contact details of the

## Staff:



We will treat our customers fairly.



Our staff will be polite and friendly.



Our staff will act with professionalism.



We aim to answer 75% of calls to our freephone 0800 121 6022 number between 9am & 5pm within 20 seconds.



We will answer voicemails left to our freephone number within 72 hours (Monday to Friday only)





**Our Service:** 

Our correspondence is easy to understand.

We will aim to provide

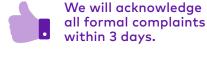
a formal response to

a complaint within 10 working days.



100%

## Feedback & Complaints:



Net Promoter Score.



3 complaints received this year.



Within 10% of set target



100%



Target not met



Consumer Council

N/A

71%