

Standards of Service

April 2023 to March 2024



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

 We will treat our customers fairly.	98.2%
 Our staff will be polite and friendly.	98.2%
 Our staff will act with professionalism.	97.6%
 We aim to answer 75% of calls to our freephone 0800 121 6022 number between 9am & 5pm within 40 seconds.	70.9%
 We will answer voicemails left to our freephone number within 3 hours, if left before 4pm Monday to Friday.	98.8%

Our Service:

 If your enquiry or complaint is about an issue we do not cover we will give you the contact details of the organisation that can help.	80.9%
 We will keep you updated on the progress of your complaint.	98.8%
 We will respond to all correspondence within 3 working days.	99.2%
 We will provide you with a copy of the response from service providers within 5 working days.	96.4%
 Our correspondence is easy to understand.	99.7%

Feedback & Complaints:

 We will acknowledge all formal complaints within 3 days.	100%	 We will aim to provide a formal response to a complaint within 10 working days.	100%
92 Net Promoter Score.		 6 complaints received this year.	

Key:	 Within 10% of set target	 Within 15% of set target	 Target not met
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