# Invest NI Customer Standards of Service
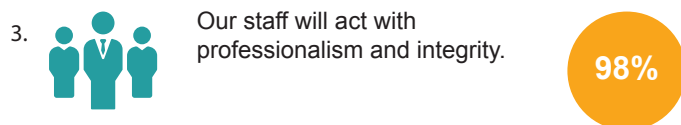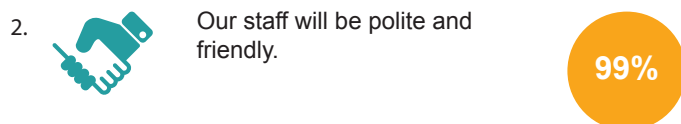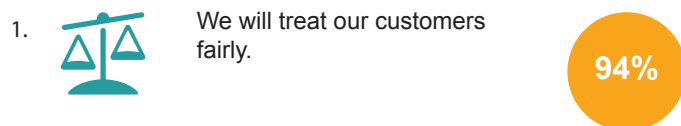## July 2019

**Invest Northern Ireland**

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

**To drive excellence in our Customer Service, all targets are 100% unless otherwise stated.**

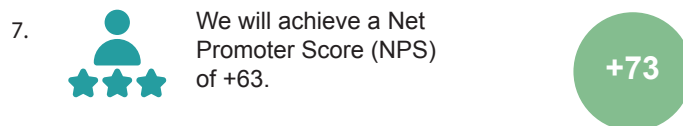If you feel our service falls below the level we have set, please visit the Complaints page on our website.

## Our People:
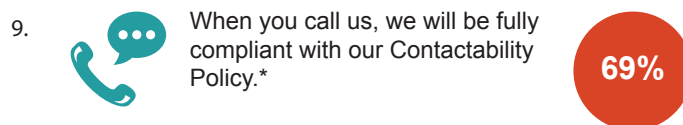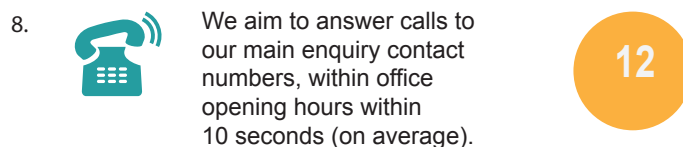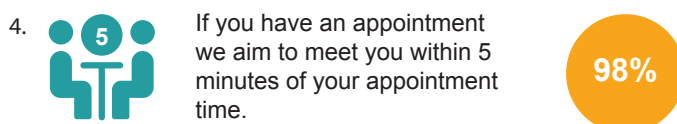Based on results from latest customer satisfaction survey.

1. We will treat our customers fairly. — **94%**

2. Our staff will be polite and friendly. — **99%**

3. Our staff will act with professionalism and integrity. — **98%**

## Customer Service:
Based on results from latest customer satisfaction survey.

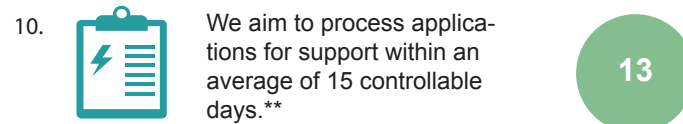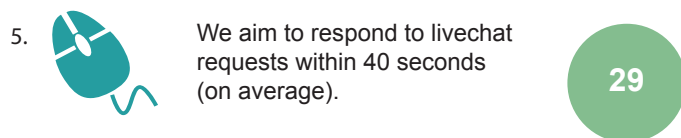7. We will achieve a Net Promoter Score (NPS) of +63. — **+73**

## By Telephone:

8. We aim to answer calls to our main enquiry contact numbers, within office opening hours within 10 seconds (on average). — **12**

9. When you call us, we will be fully compliant with our Contactability Policy.* — **69%**

## Calling in Person:

4. If you have an appointment we aim to meet you within 5 minutes of your appointment time. — **98%**

## Livechat:

5. We aim to respond to livechat requests within 40 seconds (on average). — **29**

## Processing Times:

10. We aim to process applications for support within an average of 15 controllable days.** — **13**

11. We aim to process customer claim payments within an average of 30 days.*** — **30**

## In Writing or By Email:

6. We will respond to 90% of business related external correspondence to our main enquiry handling team within 2 working days. — **99%**

## Feedback and Complaints:

12. We will respond to formal complaints in 10 working days. — **100%**
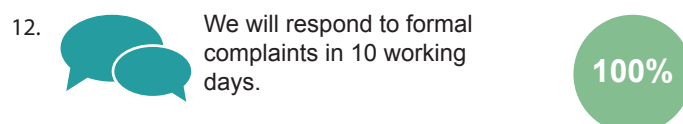
*Your call will be answered by a member of staff or if it goes to voicemail, the voicemail will contain the staff members name, option to speak to another staff member or to leave a message and we will tell you when we will call you back.
**Processing times may vary across programmes and are impacted by the size and complexity of the project.
***Processing times may vary across different support schemes and are impacted by factors such as availability of supporting documentation.

**Key**
- Green = Target Met
- Amber = Within 10% of Target
- Red = Target Not Met