

#### **Invest NI Customer Standards of Service Sept 2019**





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.



We will treat our customers



#### **Customer Service:**

Based on results from latest customer satisfaction survey.



We will achieve a Net Promoter Score (NPS)



## By Telephone:



Our staff will be polite and friendly.



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





Our staff will act with professionalism and integrity.



When you call us, we will be fully compliant with our Contactability



## Calling in Person:



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



## **Processing Times:**





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



#### Livechat:



We aim to respond to livechat requests within 40 seconds (on average).





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

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# In Writing or By Email:



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



# Feedback and Complaints:



We will respond to formal complaints in 10 working davs.



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