

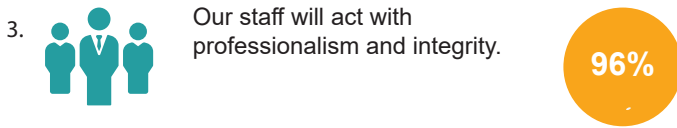
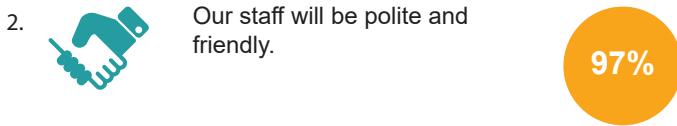
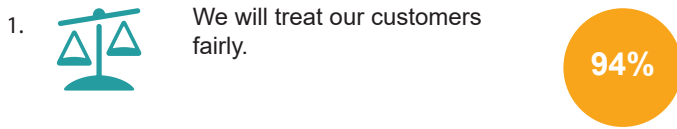
We recognise that excellent customer service is integral to the delivery of high quality public services and we are committed to meeting the needs of customers in a professional manner. You can expect the following standards when you contact us

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.

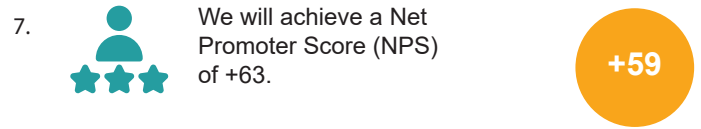
Our People:

Based on results from latest customer satisfaction survey.

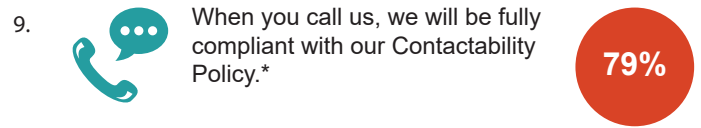
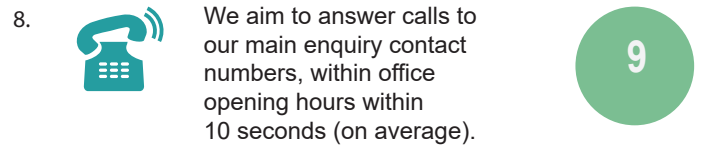


Customer Service:

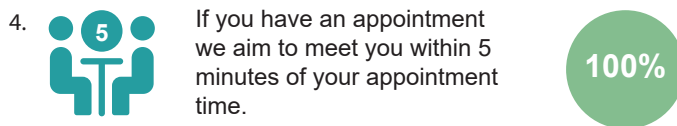
Based on results from latest customer satisfaction survey.



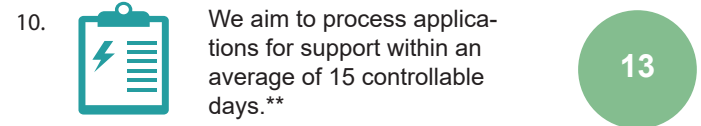
By Telephone:



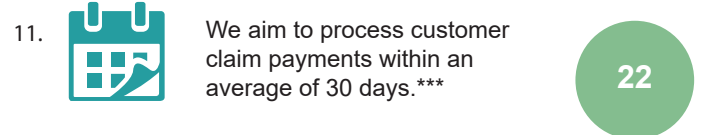
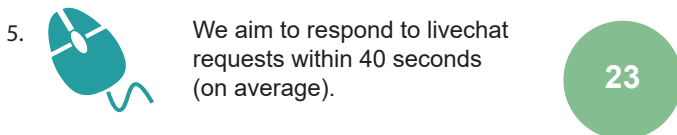
Calling in Person:



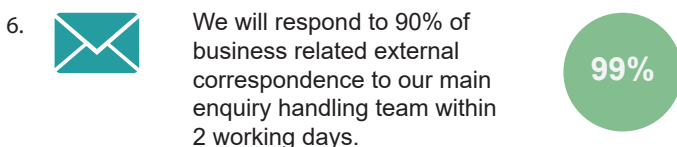
Processing Times:



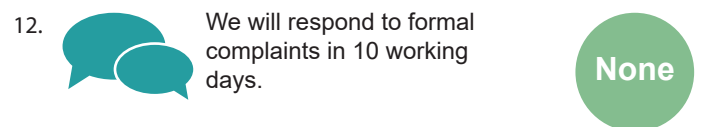
Livechat:



In Writing or By Email:



Feedback and Complaints:



*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