

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. 96%

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. +64

## By Telephone:

8. We aim to answer calls to our main enquiry contact numbers, within office opening hours within 10 seconds (on average). 7

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. 99%

## Processing Times:

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

## Livechat:

5. We aim to respond to livechat requests within 40 seconds (on average). 25

11. We aim to process customer claim payments within an average of 30 days.\*\*\* 28

## 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