



Independent  
Case Examiner

# Our Standards of Service

We aim to provide the following standards of service. The timescales start from the date we receive your letter or complaint in each case:

## **Accepting a new complaint**

- to reach a decision in 80% of new complaints within 25 working days

## **Letters and emails**

- to acknowledge within 2 working days
- to respond to 90% within 10 working days

## **Completing our investigations of complaints**

- 55% of complaints within 6 months
- 90% of complaints within 12 months

## **Complaints about us**

- to acknowledge within 2 working days
- to respond to 90% within 20 working days



CMS 89746



CUSTOMER SERVICE EXCELLENCE



INVESTOR IN PEOPLE