



Our Standards of Service

We aim to provide the following standards of service:

Letters and emails

- to acknowledge within 2 working days
- to respond to 80% within 10 working days

Completing our investigations of a complaint

- 55% of complaints within 6 months from the date the complaint was accepted
- 85% of complaints within 12 months from the date the complaint was accepted

Complaints about us

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



**INVESTORS
IN PEOPLE** | Gold