Comms - Quarterly Operational KPIs

Ombudsman Services

July 2022

87.73	97.57	100.00	100.00	100.00
80% of calls answered in 2 minutes	90% of calls answered in 5 minutes	100% of written correspondence to be replied to with...	90% of decisions issued in 6 weeks	less than 1% issued over 8 weeks

October 2022

81.67	97.60	100.00	99.93	100.00
80% of calls answered in 2 minutes	90% of calls answered in 5 minutes	100% of written correspondence to be replied to with...	90% of decisions issued in 6 weeks	less than 1% issued over 8 weeks

January 2023

85.03	98.20	100.00	100.00	100.00
80% of calls answered in 2 minutes	90% of calls answered in 5 minutes	100% of written correspondence to be replied to with...	90% of decisions issued in 6 weeks	less than 1% issued over 8 weeks

April 2023

86.47	98.47	100.00	100.00	100.00
80% of calls answered in 2 minutes	90% of calls answered in 5 minutes	100% of written correspondence to be replied to with...	90% of decisions issued in 6 weeks	less than 1% issued over 8 weeks