



The Insolvency  
Service

## Performance against our 2014-15 customer measures (to end Q3)

Customer measure	Target 2014-15	Achieved 2014-15 (to end Q3)
Correspondence requiring a reply acknowledged within 5 working days with a specified date for full reply, or replied to within 15 working days of receipt	90%	95.7%
Complaints acknowledged within 5 working days with a specified date for full reply, or replied to within 10 working days of receipt	90%	92.5%
Visitors with appointments seen within 5 minutes of their appointment time	95%	98.0%
Visitors without appointments seen within 10 minutes of arrival	90%	99.7%
Official receiver contacts the bankrupt/ director within 2 working days of receipt of written notification of the court order	90%	94.6%
Telephone interview carried out/ the bankrupt to be telephoned within 5 minutes of the agreed interview time	95%	99.7%
Customer satisfaction:		
Customers who are satisfied or very satisfied with the service they received	90%	95.2%
Customers who agree our staff are polite or very polite	-	98.0%
Customers who agree our staff are helpful or very helpful	-	97.0%