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|  |  |  | **Performance against our 2013-14 customer measures** |
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| **Customer measure** | **Target2013-14** | **Achieved2013-14** |
| 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% | 93.0% |
| Complaints acknowledged within 5 working days with a specified date for full reply, or replied to within 10 working days of receipt | 90% | 87.4% |
| Visitors with appointments seen within 5 minutes of their appointment time  | 95% | 96.5% |
| Visitors without appointments seen within 10 minutes of arrival  | 90% | 98.5% |
| Official receiver contacts the bankrupt/ director within 2 working days of receipt of written notification of the court order  | 90% | 96.0% |
| Telephone interview carried out/ the bankrupt to be telephoned within 5 minutes of the agreed interview time  | 95% | 99.9% |
|  Customer satisfaction: |   |   |
| Customers who are satisfied or very satisfied with the service they received  | 90% | 95.6% |
| Customers who agree our staff are polite or very polite  | - | 97.6% |
| Customers who agree our staff are helpful or very helpful  | - | 96.7% |