**Committee on Standards in Public Life**

**Room G.07**

**1 Horse Guards Road**

**London**

**SW1A 2HQ**

**Email: public@public-standards.gov.uk**

Sent by email

26 August 2025

Dear

Thank you for your email of 15 August 2025 in which you made a request under the Freedom of Information Act 2000.

You asked for the following information:

“Request relating to customer service performance levels. Please include the following information for the financial years 2021/22, 2023/24, 2024/2025

1. The average call wait times for your customer service phone lines are each year.
2. The percentage of calls answered within your target time for each of those years.
3. The average response time for written correspondence (email, letter, or online submissions) in each of those years.
4. The percentage of correspondence responded to within the organisation’s target timeframe in each year.
5. The number of formal complaints received relating to delays, unanswered calls, or poor customer service, broken down by year.
6. If held, the department’s official service level targets for customer interaction (e.g., target wait time, target response time) and whether those targets were met in each year".

I am writing to confirm that the Committee on Standards in Public Life holds no information in scope of your request.

It might help if I explain the context. As a very small organisation, CSPL does not operate a customer call line, but we do provide a contact phone number on our website that we answer without delay. All enquiries are handled promptly via email, ensuring that correspondence is dealt with as efficiently as possible.

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to:

Internal Review Officer  
 Committee on Standards in Public Life  
 [1 Horse Guards Road  
 London SW1A 2HQ](https://www.google.com/maps/search/1+Horse+Guards+Road+London+SW1A+2HQ?entry=gmail&source=g) public@public-standards.gov.uk

Please remember to quote reference number in any further correspondence relating to this request for information.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at:

Information Commissioner’s Office  
Wycliffe House  
Water Lane  
Wilmslow, Cheshire  
SK9 5AF

Yours sincerely

**CSPL Secretariat**