Communications - Quarterly Operational KPIs

Ombudsman Services

Qtr 1 2019

84.87	98.03	93.33	1.17	100.00
80% of calls to be answered in less than 2 minutes	90% of calls to be answered in less than 5 minutes	90% of decisions issued within 6 weeks of the case accept	Less than 1% of decisions after 8 weeks of accept	100% of written correspondence to be replied to within ten days

Qtr 2 2019

80.37	95.77	95.37	0.83	100.00
80% of calls to be answered in less than 2 minutes	90% of calls to be answered in less than 5 minutes	90% of decisions issued within 6 weeks of the case accept	Less than 1% of decisions after 8 weeks of accept	100% of written correspondence to be replied to within ten days

Qtr 3 2019

76.90	94.90	95.57	0.63	100.00
80% of calls to be answered in less than 2 minutes	90% of calls to be answered in less than 5 minutes	90% of decisions issued within 6 weeks of the case accept	Less than 1% of decisions after 8 weeks of accept	100% of written correspondence to be replied to within ten days