

Timescales and Key Performance Indicators

Performance Indicators are measures and targets that help organisations assess and demonstrate how they are carrying out their functions.

The Ombudsman aims to respond to correspondence and deal with complaints within the following timescales:

- acknowledgement or response to initial letter, email or telephone call within a week of contact in 90% of cases;
- confirmation of whether the complaint is within jurisdiction and has fully completed the complaints process of the organisation complained about within a week of contact in 90% of cases;
- investigations completed within 90 days of the Ombudsman receiving the complete complaint file (except for cases of a highly complex nature). Complex cases are defined as those with multiple issues, where multiple parties are involved or where the analysis is very detailed, and a site visit may be necessary.