

Reference: 02064575

Information Requests  
[information.requests@ofcom.org.uk](mailto:information.requests@ofcom.org.uk)

26 September 2025

Dear,

### Freedom of Information request: Right to know request

Thank you for your request for information concerning customer service performance levels.

We received this request on 15 August 2025 and we have considered your request under the Freedom of Information Act 2000. We asked you to clarify your request and you provided clarification on 16 September 2025.

#### Your request

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*"This is an information request relating to customer service performance levels.*

*Please include the following information for the financial years 2021/22, 2022/23, 2023/24 and 2024/25:*

- \* The average call wait times for your customer service phone lines are each year.*
- \* The percentage of calls answered within your target time for each of those years.*
- \* The average response time for written correspondence (email, letter, or online submissions) in each of those years.*
- \* The percentage of correspondence responded to within the organisation's target timeframe in each year.*
- \* The number of formal complaints received relating to delays, unanswered calls, or poor customer service, broken down by year.*
- \* 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.*

*If it is not possible to provide the information requested due to the information exceeding the cost of compliance limits identified in Section 12, please provide advice and assistance, under the Section 16 obligations of the Act, as to how I can refine my request."*

On 16 September 2025 you clarified that you are specifically seeking information regarding –  
*"Ofcom's consumer contact team".*

#### Our response

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Please find the information that we hold below. Please note that, the 2021/22 complaints were mainly a consequence of lockdowns/office restrictions, and it took us some time to adjust to the situation appropriately.

Year	2021/22	2022/23	2023/24	2024/25
<b>Call KPI target (80% in 30 seconds)</b>	74%	76%	80%	86%
<b>Average call wait time (all calls)</b>	47 seconds	41 seconds	36 seconds	29 seconds
<b>100% of letters within 5 working days</b>	98%	98%	99%	99%
<b>100% email within 24 hrs</b>	95%	98%	99%	99%
<b>100% webforms within 24 hrs</b>	99%	99%	99%	99%
<b>Complaints re speed</b>	5	1	0	1

I hope this information is helpful. If you have any further queries, then please send them to [information.requests@ofcom.org.uk](mailto:information.requests@ofcom.org.uk) – quoting the reference number above in any future communications.

Yours sincerely,

## Information Requests

### Request an internal review

If you are unhappy with the response you have received to your request for information, or think that your request was refused without a reason valid under the law, you may ask for an internal review. If you do, it will be subject to an independent review within Ofcom. We will either uphold the original decision, or reverse or modify it.

If you would like to ask us to carry out an internal review, you should get in touch within two months of the date of this letter. There is no statutory deadline for us to complete our internal review, and the time it takes will depend on the complexity of the request. But we will try to complete the review within 20 working days (or no more than 40 working days in exceptional cases) and keep you informed of our progress.

Please email the Information Requests team ([information.requests@ofcom.org.uk](mailto:information.requests@ofcom.org.uk)) to request an internal review.

### Taking it further

If you are unhappy with the outcome of our internal review, then you have the right to [complain to the Information Commissioner's Office](#).