



Invest NI Standards of Service October 2015


We recognise that excellent customer service is integral to the delivery of high quality public services and we are committed to meeting the needs of customers in a professional manner. You can expect the following standards when you contact us:

Staff:


Based on results from latest customer satisfaction survey.


1.  We will treat our customers fairly. **Achieved 95%**


2.  Our staff will be polite and friendly. **Achieved 97%**

3.  Our staff will act with professionalism and integrity. **Achieved 95%**


By Telephone:


7.  We aim to answer calls to our main enquiry contact numbers, within office opening hours within 10 seconds (on average). **Achieved 7 secs**

8.  Our staff voicemails will meet our Contactability Policy standard. Voicemails will confirm that, if a staff member is in the office, you can expect your call returned within four working hours or: **Achieved 88%**


9.  It will include the details for an alternative contact. **Achieved 79%**


Calling in Person:

4.  **5 mins** If you have an appointment we aim to meet you within 5 minutes of your appointment time. **Achieved 98%**


5.  **15 mins** If you call in person and do not have an appointment a member of staff will meet you within 15 minutes. **Achieved 98%**

In Writing or By Email:


10.  We will acknowledge 90% of business related external correspondence to our main enquiry handling team within 2 working days. **Correspondence Achieved 99%**

11.  We will provide a response to all Freedom of Information (FOI) requests within 20 working days. **Achieved 100%**

Invoice Payment:

6.  We aim to pay 90% of agreed and valid supplier invoices within 10 days of receipt. **Achieved 94%**

Feedback and Complaints:

12.  We will respond to formal complaints in 10 working days. **N/A**