

THE PATENT OFFICE

Performance Against Customer Service Standards April 2005 – March 2006

Standard	Apr to Jun 2005	Jul to Sept 2005	Oct to Dec 2005	Jan to Mar 2006	Apr 05 to Mar 06
1 See that visitors are met from reception and taken to their meeting within 10 minutes of the time of their appointment.	100%	100%	100%	100%	100%
2 Answer letters and faxes of general enquiry clearly within 5 working days of receipt or explain why not.	100%	100%	100%	100%	100%
3 Answer emails of general enquiry within 1 day of receipt or explain why not.	99.5%	100%	99.8%	99.9%	99.8%
4 Answer telephone calls promptly and ensure enquiries are dealt with courteously and professionally.	85.4%	92%	93.5%	90.6%	90.15%
Details of our performance against the following customer service standards will be given in more detail at the end of the financial year.					
5. Provide clear information about our services.					
6. Do all we can to make our services available to everyone, including those with special needs.					
7. Listen to your comments about our services and if problems occur ensure that steps are taken to prevent them happening again.					