



# KPI Breakdown Q1 January – March 2024

[www.commsombudsman.org](http://www.commsombudsman.org)

☎ 0330 440 1614

📍 Communications Ombudsman ✉ [enquiry@commsombudsman.org](mailto:enquiry@commsombudsman.org)  
P.O. Box 730  
Warrington WA4 6WU



# KPI Breakdown

Q1 2024 (January – March)



KPI	Q1 2024 (January – March)
More than 80% of calls to be answered in less than two minutes	81%
More than 90% of calls to be answered in less than five minutes	97%
100% of written correspondence to be replied to within ten days	100%
More than 90% of case decisions* to be issued within six weeks of the case being accepted	99%
Less than 1% of case decisions* to be issued later than eight weeks after the case has been accepted	<1%