

PBNI Disclosure Log – Response to Request

Request Reference: 025.0915

Date of Request: 15 August 2025

Date of Response: 10 September 2025

Request

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:

1. The average call wait times for your customer service phone lines are each year.
2. The percentage of calls answered within your target time for each of those years.
3. The average response time for written correspondence (email, letter, or online submissions) in each of those years.
4. The percentage of correspondence responded to within the organisation's target timeframe in each year.
5. The number of formal complaints received relating to delays, unanswered calls, or poor customer service, broken down by year.
6. 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.

Response

Response Q1

PBNI do not hold this information.

Response Q2

PBNI do not hold this information.

Response Q3

PBNI do not hold this information.

Response Q4

PBNI do not hold this information.

Response Q5

PBNI do not hold information on formal complaints as outlined in the request. Formal complaints received by PBNI are categorised into the following areas:

- Lack of support

- Disagrees with report/assessment
- Poor Communication
- Practice issues
- Staff attitude
- Outside PBNI control

Response Q6

PBNI do not hold this information.

If you have any queries about this letter, or if you feel I have misinterpreted your request please contact me. Please remember to quote the reference number above in any future communications.

If you are unhappy with the way PBNI has handled your request, you may ask for an internal review using our complaints procedure.

A copy of our [complaints procedure](#) is available on our website www.pbni.org.uk

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision.

The Information Commissioner can be contacted at: Information
Commissioner's Office, Wycliffe House,
Water
Lane,
Wilmslow,
Cheshire,
SK9 5AF.

Please note that PBNI publishes responses to requests for information on its website where we believe there may be a wider public interest. If requests are published they are anonymised i.e. details of the requester are not published.