

PATENT OFFICE

Performance Against Customer Service Standards April 2004 – March 2005

Standard	Apr to Jun 2004	Jul to Sept 2004	Oct to Dec 2004	Jan to Mar 2005	Apr 04 to Mar 05
1 See that visitors are met from reception and taken to their meeting within 10 minutes of the time of their appointment.	92.3%	96.2%	100%	100%	98%
2 Answer letters and faxed of general enquiry clearly within 5 working days of receipt or explain why not.	99.5%	99.7%	98%	95.2%	98%
3 Answer e-mails of general enquiry clearly within 5 working days of receipt or explain why not.	99.9%	99.7%	99%	98.4%	99%
4 Answer telephone calls promptly and ensure enquiries are dealt with courteously and professionally.	100%	96.1%	96%	97.3%	95%
The following are targets that are not able to be measured					
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.					