



## **FREEDOM OF INFORMATION REQUEST**

Please note the text of this request has been reproduced exactly as received.

**FOI Reference number: FOI 45/2025**

**Date: 5 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:

- The average call wait times for your customer service phone lines are each year.

#### **Answer**

The Northern Ireland Policing Board (NIPB) does not have customer service phone lines.

- The percentage of calls answered within your target time for each of those years.

#### **Answer**

N/A please see response to question 1.

- The average response time for written correspondence (email, letter, or online submissions) in each of those years.

#### **Answer**

The NIPB does not hold any recorded information within the scope of this question.

- The percentage of correspondence responded to within the organisation's target timeframe in each year.

#### **Answer**

The NIPB does not hold any recorded information within the scope of this question.

- The number of formal complaints received relating to delays, unanswered calls, or poor customer service, broken down by year.

**Answer**

Please see table below –

Year	Number of formal complaints
2021/22	2 complaints
2022/23	Nil
2023/24	Nil
2024/25	Nil

- 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.

**Answer:**

The NIPB does not hold any recorded information within the scope of this question.

If you have queries about this request or the decision, please contact the Board quoting the reference number above. If you are unhappy with the service you have received and wish to make a complaint or request a review you should contact the Board's Chief Executive -

Via Email: [foi@nipolicingboard.org.uk](mailto:foi@nipolicingboard.org.uk)

Or in writing at the following address:

Northern Ireland Policing Board  
James House  
Block D  
2 – 4 Cromac Avenue  
The Gasworks  
Belfast  
BT7 2JA

You should contact the Board within 40 working days of this response.

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner. Generally, the Information Commissioner's Office cannot investigate or make a decision on a case unless you have exhausted the complaints procedure provided by the Board. You should make complaints to the ICO within six weeks of receiving the outcome of an internal review.

The Information Commissioner can be contacted at the following web link –

[www.ico.org.uk/foicomplaints](http://www.ico.org.uk/foicomplaints)

or in writing at:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
SK9 5AF

Telephone: - 0303 1231114  
Email: - [ni@ico.org.uk](mailto:ni@ico.org.uk)

Please be advised that Policing Board replies under Freedom of Information may be released into the public domain via our website @ [www.nipolicingboard.org.uk](http://www.nipolicingboard.org.uk).

Personal details in respect of your request have, where applicable, been removed to protect confidentiality.