

**Reference Number:** FOI/032/25

**Date Published:** 09 September 2025

**Information requested:**

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.

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:**

1. The State Hospital does not operate customer service phone lines and there for we give notice that we do not hold the information requested. (FOISA section 17)
2. The State Hospital does not operate customer service phone lines and there for we give notice that we do not hold the information requested. (FOISA section 17)
3. There are three services within the organisation that record response times for correspondence, Data Subject Rights requests, Freedom of Information requests and Complaints.

Complaints Service Average Response Times

Year	Stage 1 (days)	Stage 2 (days)	Escalation to Stage 2 (days)
2021/2022	3.5	17	16
2022/2023	5	31	18
2023/2024	4	26	19
2024/2025	5	28	28

Freedom of Information Average Response Times

Year	Average Response Time (days)
2021/2022	12
2022/2023	12
2023/2024	13
2024/2025	13

#### Data Subject Rights Average Response Times

Year	Average Response Time (days)
2021/2022	12
2022/2023	12
2023/2024	13
2024/2025	13

#### 4. Percentage of responses within timescales:

##### Complaints Service

Year	Stage 1 % within timescale	Stage 2 % within timescale
2021/2022	90%	92%
2022/2023	71%	60%
2023/2024	81%	57%
2024/2025	73%	24%

##### Freedom of Information Requests

Year	% within timescale
2021/2022	99%
2022/2023	91%
2023/2024	95%
2024/2025	100%

##### Data Subject Rights Requests

Year	% within timescale
2021/2022	91%
2022/2023	81%
2023/2024	100%
2024/2025	100%

#### 5. The number of formal complaints relating to delays, unanswered calls, or poor customer service

Year	Number of Complaints
2021/2022	1
2022/2023	0
2023/2024	2
2024/2025	0

6. The Complaints service adheres to the nationally set targets for responding to complaints which are, 5 days at Stage 1 complaint and 20 days at Stage 2. More information is available from [How to complain about a public service | SPSO](#)

Responses to Freedom of Information requests are to be provided within 20 business days, subject to some conditions set out in the legislation. More information is available from [How long will I have to wait? | Scottish Information Commissioner](#)

When an individual exercises any of their data protection rights the organisation must respond promptly and in most cases within one calendar month. More information is available from [Time limits for responding to data protection rights requests | ICO](#)

As we have already provided the percentage of correspondence issued within the set targets, we consider that we have addressed the question of whether the targets have been met.