

The logo for ATVOD, consisting of the letters 'ATVOD' in a bold, white, sans-serif font, centered within a solid black rectangular background.

ATVOD

THE AUTHORITY FOR TELEVISION **ON DEMAND**

Annual Report 2012/13

ANNEX 3

KPIs RELATING TO CORRESPONDENCE

KPIs relating to correspondence

In addition to the Complaints KPIs agreed with Ofcom and discussed in the body of this Annual Report, ATVOD aims to meet a number of further KPI's when dealing with correspondence. These KPIs and our performance against them are set out below:

KPI	Performance in 2012-13
Accept complaints via the online complaint form on our website, by email or by letter	Achieved
Acknowledge 90% of complaints within five working days of receipt	100% of complaints acknowledged within 5 working days*
Refer 90% complaints to the relevant service provider in the first instance within five working days of receipt.	100% referred within 5 working days*#
If a complaint is outside our remit, we aim to advise 90% of complainants within ten working days with an explanation and, if appropriate, provide information on who else they should contact	88% advised within 10 working days* Some complaints involved services not notified to ATVOD. In some cases the complaint proved to be out of remit only after an extensive scope investigation established that the provider was not within UK jurisdiction
CEO to respond to 100% of complaints about failures in complaints process within 20 working days	No such complaints received
Respond to 80% of general correspondence (letters) within ten working days	92% responded to within 10 working days
Respond to 80% of e-mail enquiries and phone calls within three working days	97% responded to within 3 working days

* Based on sample

Excludes complaints in which provider is not identified