

GOC service level agreements

Department	Channel (Calls/E-mails, letters, social media, voicemails etc.)	Response Time
Governance (IG)	Freedom of Information requests	20 working days
Governance (IG)	Subject Access Requests	1 month from the date of request
Governance (IG)	Right-to-be-forgotten requests	1 month from the date of request
Governance (IG)	Data Breaches	72 hours
Governance (Diary admin)	Executive Office & Assistant Inbox Emails	ASAP - 2 working days (Depending if urgent/non-urgent)
Governance (Diary admin)	Letters/Correspondences	24 hours - 2 working days (Acknowledgement/Standard Response)
Governance (Diary admin)	Meeting requests	ASAP - 2 working days (Depending if urgent/non-urgent)
Governance (Diary admin)	Voicemails	24 hours - 2 working days (Depending if urgent/non-urgent)
Governance (Diary admin)	Calls	ASAP - 2 working days (Depending if urgent/non-urgent)
Legal (internal FTP queries)	Letter, email, voicemail, or call	Acknowledge and action within 5 working days (unless urgent)
Legal (internal non-FTP queries)	Letter, email, voicemail, or call	Acknowledge within 5 working days and action within 10 working days (unless urgent)

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Legal (external queries)	Voicemail or call	Acknowledge within 2 working days and action within 10 working days (unless urgent)
Legal (external queries)	Letter or email	Acknowledge within 5 working days and action within 10 working days (unless urgent)
Illegal practice complaint or strategic planning (internal or external)	Voicemail or call	Acknowledge within 2 working days and action within 10 working days (unless urgent)
Illegal practice complaint or strategic planning (internal or external)	Letter or email	Acknowledge within 5 working days and action within 10 working days (unless urgent)
Hearings	Emails received internally from other departments	5 working days
Hearings	Emails received from external stakeholders	Acknowledge and action within 5 working days (unless urgent)
Hearings	Voicemails	24 hours - 2 working days (Depending if urgent/non-urgent)
Hearings	Calls	24 hours - 2 working days (Depending if urgent/non-urgent)
CPD	Voicemail or Email	Automated response (immediate) for both, with action within 5 working days
Registration	Emails (normal period)	Immediate auto-reponse, reponse within 3 working days

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Registration	Emails (peak period)	Immediate auto-reponse, reponse within 5 working days
Registration	Calls	Same day
Registration	Voicemails	24 hours
Education	Emails	5 working days
Education	Voicemails	5 working days
Facilities	Emails (normal period)	Immediate auto-reponse, reponse within 3 working days
Facilities	Emails (busy period)	Immediate auto-reponse, reponse within 5 working days
Facilities	Calls	Same day
Facilities	Voicemails	24 hours
Facilities	Incoming and outgoing mail	3 working days
Facilities	Bookings (with authorisation and codes)	3 working days
Facilities	Admin requests	3 working days
Facilities	Individual DSE assessments	ASAP
Facilities	Other H&S assessmenst	ASAP
Facilities	Emergency M&E Repairs	24 hours

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Facilities	Other non-emergency repairs	7 working days
Facilities	Meeting rooms and catering support	on any given day before, during and after
Regulatory Operations	Complainant feedback on GOC investigations (emails)	14 days
Regulatory Operations	Complainant/Registrant updates	12 weeks (since last update)
Regulatory Operations	Invoices (received from expert witness, case examiners, health assessments)	30 days
Regulatory Operations	Acknowledge new complaints	2 working days
Regulatory Operations	Officer to send intro to complainant after allocation	2 working days
Regulatory Operations	Notify complainant of triage decision	2 working days
Regulatory Operations	Triage decision appeals	Acknowledge ASAP. Director outcome within 21 days
Regulatory Operations	Data breaches	Notify line manager and Governance immediately
Regulatory Operations	Stage two notification letters	Within five days
Regulatory Operations	Stage two employers	Notify within five days of receiving their details
Regulatory Operations	Registrant representations	Given 28 days to respond
Regulatory Operations	Complainant response to representations	Given 14 days to respond
Regulatory Operations	Send to case examiners	Acknowledge and send to case examiners within two days

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Comms	Emails	5 days unless urgent
Policy & Standards	Email, call, and voicemail	Acknowledge and action within 10 working days (unless another reg body or gov organisation)