

**HOUSE OF LORDS
APPOINTMENTS COMMISSION**

Room G/40, 1 Horse Guards Road, London SW1A 2HQ

General Enquiries: 07355 021 584

Internet: <http://lordsappointments.independent.gov.uk>

E-mail: enquiry@lordsappointments.gov.uk

Ref: HOLAC FOI 2025/13

18 August 2025

By email: [REDACTED]

Dear [REDACTED]

Ref: FREEDOM OF INFORMATION ACT REQUEST

I am replying to your Freedom of Information request, which the House of Lords Appointments Commission (HOLAC) received on 15 August 2025.

You asked:

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.*
- *The percentage of calls answered within your target time for each of those years.*
- *The average response time for written correspondence (email, letter, or online submissions) in each of those years.*
- *The percentage of correspondence responded to within the organisation's target timeframe in each year.*
- *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.*

Your request has been dealt with under the Freedom of Information Act 2000 (the Act). I can confirm that HOLAC does not hold the information you requested.

The Commission does not have a customer service phone line, but instead has one number for all enquiries relating to its work. We do not keep a record of wait times to respond to calls, nor do we record the time taken to respond to written correspondence. The Commission has not received any complaints relating to delays, unanswered calls, or poor customer service during the relevant period.

If you are unhappy with this response to your request, you may write to the Secretary to the Commission to ask for an internal review by another person not involved with this request. Please note that we will not normally accept an application for internal review if it is received more than two months after the date that the reply was issued.

If you are not content with the outcome of your internal review, you may apply directly to the Information Commissioner for a decision.

Generally, the Commissioner cannot make a decision unless you have exhausted the complaints procedure provided by HOLAC.

The Information Commissioner can be contacted at:

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

Secretariat to the House of Lords Appointments Commission