

[REDACTED]
Ref: FOI-501

Sent via email only:
[REDACTED]

12 September 2025

Dear [REDACTED]

1. Thank you for your email of 15 August 2025 in which you requested information from UK Anti-Doping ('UKAD') under the Freedom of Information Act 2000 ('the Act'). Specifically, your request was as follows:

"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.

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."

Response

2. UKAD can confirm that, in relation to each part of your request, UKAD does not hold the requested information.

Conclusion

3. If you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of this response and should be addressed via email to foi@ukad.org.uk. Please remember to quote the reference number above in any further communications.

4. If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Yours sincerely

A handwritten signature in blue ink that reads "UK Anti-Doping".

UK Anti-Doping