

**DRINKING WATER INSPECTORATE**

Seacole Building  
Ground Floor  
2 Marsham Street  
London  
SW1P 4DF  
Enquiries: 0330 041 6501

E-mail: [dwi.enquiries@defra.gov.uk](mailto:dwi.enquiries@defra.gov.uk)  
DWI Website: <http://www.dwi.gov.uk>

[Redacted]  
By email: [\[Redacted\]](#)

Our ref: FOI2025/17620  
3 September 2025

Dear [Redacted] ,

**REQUEST FOR INFORMATION: Customer service performance levels**

Thank you for your request for information of 15 August 2025 about customer service performance levels in the Drinking Water Inspectorate (DWI). We have handled your request under the Freedom of Information Act 2000 (FOIA).

Your information request and our response are set out below.

*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.*

We are writing to advise you that the information that you have requested is not held by DWI. We can confirm that the information is not held by another public authority.

2. • *The percentage of calls answered within your target time for each of those years.*

We are writing to advise you that the information that you have requested is not held by DWI. We can confirm that the information is not held by another public authority.

3. • *The average response time for written correspondence (email, letter, or online submissions) in each of those years.*

	Apr21 – Mar22	Apr22-Mar23	Apr23-Mar24	Apr24-Mar25
Avge response time for written correspondence	6.69 days	4.85 days	5.85 days	7.10 days

4 • *The percentage of correspondence responded to within the organisation's target timeframe in each year.*

	Apr21 – Mar22	Apr22-Mar23	Apr23-Mar24	Apr24-Mar25
Correspondence responded to within target timeframe	94.07 %	96.99%	95.88%	94.32%

5 • *The number of formal complaints received relating to delays, unanswered calls, or poor customer service, broken down by year.*

We have received zero formal complaints.

6 • *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.*

We are writing to advise you that the information that you have requested for telephone calls is not held by DWI. We can confirm that the information is not held by another public authority. For correspondence, the DWI aim to acknowledge correspondence within 5 days of receipt, and to respond within 15 working days. See answer to Q4 above for target figures within the 15 days.

Information disclosed in response to this FOIA request is releasable to the public. In keeping with the spirit and effect of the FOIA and the government's Transparency Agenda, this letter and the information disclosed to you may be placed on [GOV.UK](https://www.gov.uk), together with any related information that will provide a key to its wider context. No information identifying you will be placed on the GOV.UK website.

We attach Annex A, explaining the copyright that applies to the information being released to you, and Annex B giving contact details should you be unhappy with the service you have received.

If you have any queries about this letter, please contact us.

Yours sincerely

[Redacted]

**DWI FOIA and EIR team**

[dwi.enquiries@defra.gov.uk](mailto:dwi.enquiries@defra.gov.uk)

## **Annex A**

### **Copyright**

The information supplied to you continues to be protected by copyright. You are free to use it for your own purposes, including for private study and non-commercial research, and for any other purpose authorised by an exception in current copyright law. Documents (except photographs or logos) can be also used in the UK without requiring permission for the purposes of news reporting. Any other re-use, for example commercial publication, would require the permission of the copyright holder.

Most documents produced by Defra will be protected by Crown Copyright. Most Crown copyright information can be re-used under the [Open Government Licence](#). For information about the OGL and about re-using Crown Copyright information please see [The National Archives website](#).

Copyright in other documents may rest with a third party. For information about obtaining permission from a third party see the [Intellectual Property Office's website](#).

---

## **Annex B**

### **Complaints**

If you are unhappy with the service you have received in relation to your request you may make a complaint or appeal against our decision under section 17(7) of the FOIA or under regulation 11 of the EIRs, as applicable, within 40 working days of the date of this letter. Please write to Vanessa Drury, Head of Information Rights via email at [InformationRequests@defra.gov.uk](mailto:InformationRequests@defra.gov.uk) and they will arrange for an internal review of your case. Details of Defra's complaints procedure is on our website.

If you are not content with the outcome of the internal review, section 50 of the FOIA and regulation 18 of the EIRs gives you the right to apply directly to the Information Commissioner's Office (ICO) for a decision. Please note that generally the ICO cannot make a decision unless you have first exhausted Defra's own complaints procedure.

The ICO can be contacted using the following link:

<https://ico.org.uk/make-a-complaint/official-information-concerns-report/official-information-concern/>