



Customer calls and gets routed to either Customer Services or Business Support

The officer will enquire as to whether the call is for the free duty call service or if it relates to a case specifically and if there is a specific officer the customer wishes to speak to. The call is then directed accordingly.

Duty Planning Service (Generic Planning Calls)

Between **10.30-12.30pm** the customer is put through to the Duty Planner.

Out of duty hours or Duty Planner busy: The customer is asked to call back or details taken and email sent to Duty Planner inbox. All queries replied to within 1 working day.

Case Specific Calls

Specific application queries: Immediate contact attempted to relevant officer. If officer is unavailable at the time then voicemail facility available outlining the timescale within which the matter will be attended to. This is usually within 48 hours.