

	Service Standard	Performance Target (% of cases meeting standard)	Performance Achieved				
			2020	2021	2022	2023	2024
Handling public enquiries							
Call back to a telephone enquiry	Within two working days of receipt	99%	100%	100%	100%	100%	100%
Acknowledge receipt of a written enquiry	Within two working days of receipt	99%	100%	100%	100%	100%	100%
Substantive reply to a written enquiry	Within 28 working days of receipt	95%	100%	100%	100%	100%	100%
Handling public complaints							
Acknowledge receipt of a complaint	Within two working days of receipt	98%	99%	99%	99%	100%	100%
Close a complaint case	Within 180 days of receipt ¹	95%	99%	99%	98%	97%	98%
Handling applications for legal assistance							
Acknowledge receipt of an application for legal assistance	Within two working days of receipt	99%	N/A ²	100%	100%	100%	100%
Inform the applicant of the outcome	Within three months after the applicant has submitted all the relevant information for the application for legal assistance	90%	100%	100%	100%	100%	100%

¹ For those complaints which satisfy the criteria for a complaint under section 37 of the Personal Data (Privacy) Ordinance, time starts to run from the date on which the complaint is formally accepted as a complaint under section 37.

² No application was received in 2020.