

## HEARINGS

	<b>ACTION</b>	<b>TARGET (%)</b>
1.	Issue notification of Hearing to Respondent, Complainer, ESC and CE and publish on website within five working days of decision being made.	100
2.	Advise parties and Panel of any new material information / circulate any new productions and case law within three working days of receipt	90
3.	Hearings to be held between six and 12 weeks after the date on which the Standards Commission decides to hold a Hearing.	75
4.	Issue and publish written decision within 14 days of the conclusion of the Hearing	100

## DIRECT FURTHER INVESTIGATION

	<b>ACTION</b>	<b>TARGET (%)</b>
1.	Update Respondent, Complainer and CE on timescales within three working days of receipt of progress report from ESC.	100

## DO NEITHER

	<b>ACTION</b>	<b>TARGET (%)</b>
1.	Issue and publish 'do neither' decision within five working days of receipt of report from ESC	75

## ENQUIRIES AND CORRESPONDENCE (INCLUDING CASE CORRESPONDENCE)

	<b>ACTION</b>	<b>TARGET (%)</b>
1.	Return any voicemail messages left within three working days.	100
2.	Respond substantively to any telephone enquiry within 14 working days.	100
3.	Acknowledge correspondence (by post or email) within five working days of receipt.	100
4.	Respond substantively to any postal or email enquiry within 14 working days.	100
5.	Formal Complaints: Respond fully within 20 working days.	100

## DISPENSATIONS

	<b>ACTION</b>	<b>TARGET (%)</b>
1.	Acknowledge any request within five working days of receipt.	100
2.	Respond to any dispensation request within 14 days.	100

## FREEDOM OF INFORMATION / DATA SUBJECT ACCESS REQUESTS

	<b>ACTION</b>	<b>TARGET (%)</b>
1.	Full written response to be issued within 20 working days.	100

## INTERNAL INFORMATION SHARING

	<b>ACTION</b>	<b>TARGET (%)</b>
1.	Members to provide updates on their Register of Interests within one week of the request being received	100
2.	Members to confirm disposal of information within one week of the request being received	100