

Subject: Service levels

This information has been published on the Commission's website.

Timescales in processing applications are dependent upon the application being complete with all required supporting documentation being provided.

This information is provided so that:

- Those making written enquiries know when they can normally expect to receive a response.
- Applicants and licensees can more effectively plan when to submit applications

Type of application/enquiry	Response time
Written contacts from licensees	15 working days
Written contacts from consumers	20 working days
Operating Licence new applications	16 weeks
Operating Licence applications to vary	5 days ¹ to 8 weeks
Change of Corporate Control applications	12 weeks
Personal Licence new applications	8 weeks
Personal Licence applications to vary	5 days
Personal Licence Maintenance checks	16 weeks

¹ 5 days applies to applications to vary head office address; operating and/or trading names