

# Communication Timescales

Following receipt, we will:

- respond to non-urgent emails within 3 working days.
- Respond to urgent emails within 24 hours.
- Respond to non-urgent letters within 5 working days.
- Respond to urgent letters within 1-2 working days.

We will respond to non-urgent calls within 3 working days.

We will respond to urgent calls same day.



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