

# IPO customer service standards

15.4.2026 - | Her Majesty's Revenue and Customs

**The IPO customer service standards tell you the level of service you can expect and how we are performing against these targets.**

We have reviewed our service standards for 2025-26 to ensure that they continue to meet customer needs.

We are currently meeting, or exceeding, most of our customer service standards. However, unprecedented demand and the transition to our new service platform continue to impact timescales in some areas. We are working hard to address any delays by recruiting and training additional staff as well as improving the efficiency of our processes and services.

More detail about our activities can be found in our Corporate Priorities.

## **Service Standard February's Performance March's Performance**

### **Customer Satisfaction**

Average overall satisfaction with the IPO of 85%. Customer satisfaction is measured on a quarterly basis. The figures reported reflect performance in our most recent customer satisfaction survey(s).

87% (Q4)

83% (Q4)

### **Customer Support Centre**

We will answer telephone calls to the Customer Support Centre within 60 seconds. We will respond to all written enquiries within 5 working days (measurement excludes enquiries transferred to specialist teams for a direct response).

#### **Calls**

83% in 60 secs

#### **Calls**

86% in 60 secs

#### **Emails**

100% in 5 days

#### **Emails**

100% in 5 days

#### **Trade Marks:**

90% completed in 10 working days

#### **Trade Marks:**

90% completed in 8 working days

### **Trade Mark and Designs Examination**

We will issue the first report on trade mark and designs domestic and international cases within 10 working days from the date it is ready to be examined. An application is ready to be examined once it has been filed with us and we have issued a filing receipt.

#### **International Trade Marks:**

90% completed in 9 working days

#### **International Trade Marks:**

90% completed in 8 working days

#### **Designs:**

90% completed in 13 working days

#### **Designs:**

90% completed in 12 working days

#### **International designs:**

90% completed in 9 working days

#### **International designs:**

90% completed in 8 working days

### **Patents "Preliminary" Examination**

Assessment of procedural and non-technical aspects of a patent application. We will complete all preliminary examinations within 1 month of receipt.

90% completed in 1 month and 21 days

90% completed in 3 months and 11 days

### Patent Search

We will issue all search reports within 6 months from request.

90% completed in 6 months and 5 days

90% completed in 6 months and 9 days

**Note: Current search timeliness figures are approximate, as we are currently transitioning to our new service platform**

### Patent Examinations

Full substantive examination of legal and technical aspects of a patent application.

90% completed in 62 months and 25 days

90% completed in 6 months and 26 days

We will perform patent examinations within 42 months of the priority date.

### Patent Acceleration

We will deal with all requests for accelerated processing within 2 months of receipt.

90% in 3 months and 6 days

90% in 2 months and 1 day

### Trade mark and Designs Ex-parte hearing decisions

We will issue a hearings report within 10 working days of a trade mark or design ex parte hearing.

90% of hearing reports issued in 10 working days

90% of hearing reports issued in 10 working days

Example of differences between ex parte and inter partes hearings.

### Inter-Partes Hearing Decisions

We will issue formal decisions in trade mark, design and patent cases within 3 months of the hearing. If no hearing takes place the decision will be issued within 3 months of all submissions being filed or the deadline date.

90% of decisions issued in 14 months and 16 days

90% of decisions issued in 14 months and 21 days

See wording below table

### Register Requests

We will action requests to correct names and addresses and record registrable transactions (such as a change of owner) within 10 working days of receipt.

#### Patents:

90% completed in 12 working days

#### Patents:

90% completed in 14 working days

#### Trade Marks and Designs:

90% completed in 7 working days

#### Trade Marks and Designs:

90% completed in 6 working days

## Quality performance

### Quarter 1 - 2026

**Patent searches, examinations and amendments** 92%

**Trade mark examinations** 91%

**Design examinations** 98%

Note: current patents timeliness figures are approximate, as we are currently transitioning to our new service platform.

Whilst additional casework resulting from the UK's departure from the EU has largely been concluded, demand for Tribunal services in 2025 was over 10% higher than in the preceding two years. As a result, the Tribunal continues to manage a significant backlog of trade mark and registered design cases, with pendency times still failing to meet the Inter Partes Hearing Decisions

service standard described above. We acknowledge the resulting delays and thank users for their patience. We are working hard to eliminate the backlog and return to performance inside the service standard. Further information on current pendency times can be found under the heading 'Timeframes, volumes, and appeals on the Objecting to other peoples trade marks and the legal costs.

<https://www.gov.uk/government/publications/ipo-customer-service-standards>