

Civil Service Commission
Casework performance data
April 2026 to July 2026 (published August 2026)

This monthly publication provides data about the Civil Service Commission's casework functions from the start of the 2025/26 financial year to the end of July 2026. Explanatory notes are provided under the tables below.

Exceptions

For more information about exceptions, see [here](#).

			CSC performance	
1	Cases below SCS Pay Band 2	94 cases	Target: 5 days	4 days
2	Cases at SCS Pay Band 2 and cases containing breaches	73 cases	Target: 10 days	5 days
3	Cases at SCS Pay Band 3 and above	3 cases	Target: 5 days	2 days

Complaints

For more information about complaints under the Recruitment Principles, see [here](#). For more information about complaints under the Civil Service Code, see [here](#).

			CSC performance	
1	Confirmation of if a case is in scope	122 cases	Target: 15 days	9 days
2	Complaints investigations	1 case	Target: 90 days	42 days

Business Appointment Rules

For more information about applications under the Business Appointment Rules for senior civil servants, see [here](#).

			CSC performance	
1	Level 1 cases	14 cases	Target: 7 days	5 days
2	Level 2 cases	28 cases	Target: 14 days	8 days

Explanatory notes

Overall

1. Data is rounded to the nearest full working day.
2. This data is published monthly.
3. For more information and analysis about Civil Service Commission casework, see the Commission's [annual reports](#).
4. For enquiries about exceptions and complaints, please contact info@csc.gov.uk. For enquiries about applications under the Business Appointment Rules, please contact bars@csc.gov.uk.

Complaints

5. Response times for both complaints under the Recruitment Principles and complaints under the Civil Service Code are combined.
6. "Complaints investigations" begins at the point that the Commission confirms that the complaint is in scope.

Business Appointment Rules

7. Timing begins upon the receipt of a complete and valid application and ends when the first set of provisional advice is issued to the applicant. Timing is paused when the case is sitting with an external party, including the applicant, the department, or the decision maker.