Civil Service Commission

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Casework performance data
April 2026 to October 2026 (published November 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 October 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**	165 cases	*Target: 5 days*	**4 days**
2	**Cases at SCS Pay Band 2 and cases containing breaches**	123 cases	*Target: 10 days*	**5 days**
3	**Cases at SCS Pay Band 3 and above**	8 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**	220 cases	*Target: 15 days*	**10 days**
2	**Complaints investigations**	2 cases	*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**	24 cases	*Target: 7 days*	**6 days**
2	**Level 2 cases**	43 cases	*Target: 14 days*	**12 days**

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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 an 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 and cannot be worked on by the Commission (this includes the applicant, the department and the final decision maker).

8. The number of cases and Commission performance data is based on cases that have reached the provisional advice stage.