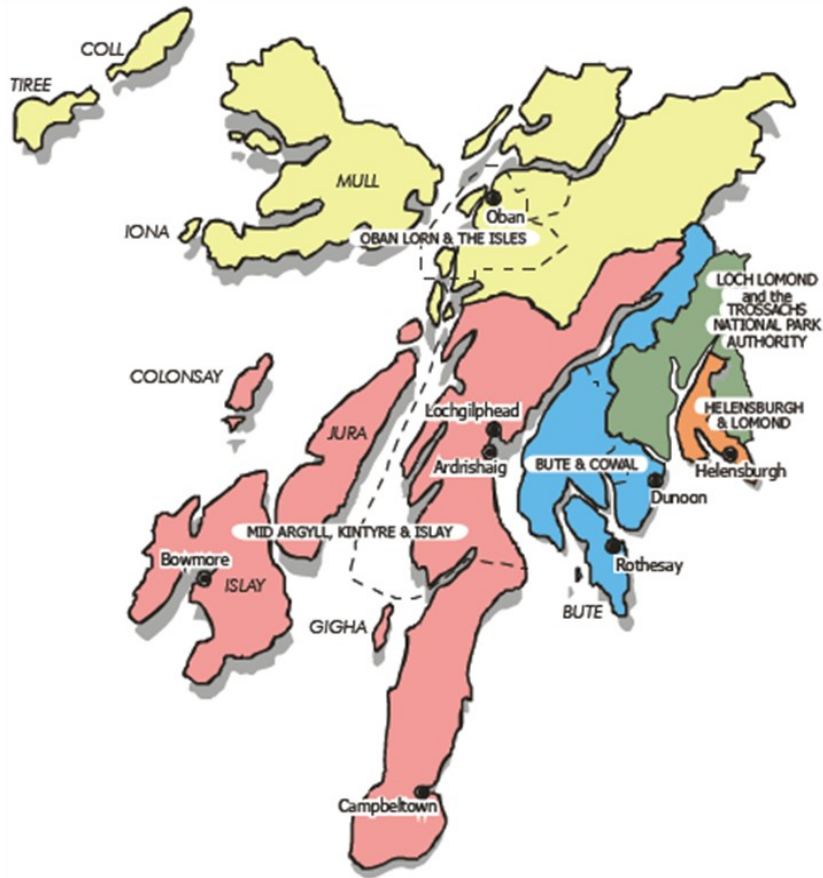




# Planning and Regulatory Services Customer Service Charter 2012



For further information on or if you have enquiry for Building Standards, Development Management, Development Policy, Environmental Health or Trading Standards please contact one of our Customer Service Agents who are available from 9am to 5pm, Monday to Friday, and can be contacted on:

Building Standards, Development Management and Development Policy - 01546 605518  
Environmental Health and Trading Standards - 01546 605519

Or alternatively please visit [www.argyll-bute.gov.uk/planning-and-environment](http://www.argyll-bute.gov.uk/planning-and-environment) for more information or the location of your nearest Customer Service Point or Area Office.



Realising our potential together

[www.argyll-bute.gov.uk/planning-and-environment](http://www.argyll-bute.gov.uk/planning-and-environment)

## Putting the customer first

We will try to help all our customers access the service they need or answer their query the first time they contact us. We aim to avoid unnecessary form filling, asking for information that has already been given or needlessly passing the query to colleagues or other organisations.

## Our Aims

- to provide good value, efficient and effective services to all our customers.
- to ensure our premises and information are as accessible as possible.
- to treat everyone fairly and with respect.
- to be open, honest and accountable for our actions.
- to consult and listen to customers.
- to strive for continuous improvement in our services and processes.
- to provide advice and information in a manner which is clear and easy to understand.
- to provide fair, proportionate and risk-based enforcement.

## If you contact us by telephone we will:

- Answer you call promptly - within 20 seconds where possible.
- Give you our name.
- Be polite, friendly and professional.
- Try to resolve your query there and then.
- Help you fill in forms.
- Return calls between 9am and 5pm, Monday to Friday.

## If you contact us in person we will:

- Have clear signs on council buildings that deliver the Building Standards, Development Policy, Development Management, Environmental Health or Trading Standards services.
- Display our opening hours, 9am to 5pm, Monday to Friday
- Make every effort to make our offices accessible to everyone
- Provide somewhere for you to discuss your query in private if you'd prefer
- Make sure our reception areas are clean and tidy
- Display up-to-date information in our reception areas
- Help you fill in forms
- Wear identification badges

## When we visit you our staff will:

- Visit at a convenient date and time between 9am and 5pm, Monday

to Friday

- Have identification badges
- Aim to keep to our appointment and if this is not possible or if there is a delay we will inform you as soon as practicable

## If you write, email or fax us we will:

- Acknowledge your enquiry within three working days of receiving it
- Provide a full response to simple queries within 10 working days, or 20 working days for queries which require research. If we can't answer your query in these timescales we'll let you know why
- Use plain English in our reply and use a format or language which suits your needs
- Provide the name, telephone number and email address of the person dealing with your enquiry

## PERFORMANCE INDICATORS -

Planning and Regulatory Services will strive to provide the following standards of performance at all times.

## We aim to:

- Respond to applications for Building Warrants within 20 working days.
- Process planning applications for House Holder and Local Planning Applications within 2 months.
- Produce an up to date Local Development Plan.
- Undertake all programmed environmental health visits and respond to general enquiries.
- Respond to trading standards business and consumer enquires within 14 working days.

Please note a more comprehensive suite of performance indicators for each section of the service: Building Standards, Development Policy and Management, Environmental Health and Trading Standards can be located on our website (see below) or from any area offices (see over).

## Complaints

- We publish our complaints procedure on the website and in leaflets available from our office reception areas.
- We investigate complaints thoroughly and let you know the outcome.
- If we are unable to resolve a complaint immediately we will acknowledge it within three working days.

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