



sustainable thriving achieving

East Dunbartonshire Council

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Building Standards

**National Customer
Charter**

| Amendment Record | | |
|-------------------|-----------|---|
| Date | Issue No. | Details of change |
| 21 September 2017 | 1 | New Document |
| 12 March 2019 | 2 | Document reviewed with minor amendments |
| 14 November 2019 | 3 | Document reviewed |

Purpose of the Building Standards Customer Charter:

The Building Standards Customer Charter provides information about the standards of service that all verifiers should meet. This gives customers the reassurance that a consistent, high quality service will be delivered no matter which verifier provides the service.

It is divided into two parts: 1) National Charter; and 2) Local Charter.

Part 1: National Charter

Our aims:

To grant building warrants and accept completion certificates:

- To secure the health safety, welfare and convenience of persons in and about buildings and others who may be affected by buildings or matters connected with buildings.
- Furthering the conservation of fuel and power, and
- Furthering the achievement of sustainable development.

Our vision/values:

To provide a professional and informative service to all our customers.

Our commitments:

Nationally all verifiers will:

1. Seek to minimise the time it takes for customers to obtain a building warrant or amendment to a building warrant.
2. Ensure continuous improvement around the robustness of verification assessments to ensure compliance.
3. Meet and seek to exceed customer expectations.
4. Carry out local customer satisfaction research, such as surveys, focus groups etc.
5. Address feedback obtained through local and national customer satisfaction research (including a National Customer Satisfaction Survey) to improve the customer experience.
6. Provide information on local formal complaints procedures, the LABSS Dispute Resolution Process, and the BSD Customer Performance Reporting Service, and refer customers as appropriate.
7. Provide accurate financial data that is evidence-based.

8. Engage and participate in partnership working at local and national level to identify and embed service improvements at
9. Adhere to a national annual performance report outlining our objectives, targets and performance.
10. Fully adhere to the commitments outlined in this Charter (including information on customer dissatisfaction in relation to building warrant processing timescales, processes and technical interpretation.
11. Use a consistent format for continuous improvement plans.

Data Protection

East Dunbartonshire Council processes personal data according to the General Data Protection Regulations or GDPR and all other relevant national data protection laws.

Any personal data you provide will be held by East Dunbartonshire Council in accordance with the General Data Protection Regulations (GDPR) and all other relevant data protection laws. The personal information will be recorded and used to help us to consider, administer and decide (where relevant) the application, enforcement case, enquiry or related appeal or review. Your information may also be shared with other departments within the council and other organisations for the same purposes and also to:

- To fulfil your request for information or services
- Check that the information we have is accurate
- Prevent and/or detect crime
- As input to improving our site
- As part of the process of consultation

For information on our privacy notices visit our website at www.eastdunbarton.gov.uk a copy of the Development Applications Privacy Notice is located within the below web link:

<https://www.eastdunbarton.gov.uk/council/privacy-notices>