

# Building Standards National Customer Charter

## **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.

This document is the National Customer Charter. Our Local Customer Charter is also published online and is available from [http://www.west-dunbarton.gov.uk/media/4313355/final\\_p\\_bs\\_customer\\_charter.pdf](http://www.west-dunbarton.gov.uk/media/4313355/final_p_bs_customer_charter.pdf)

## **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 a national level.
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).

## **Our targets:**

Issue 95% of first reports for building warrants and amendments within 20 days (including building warrants and amendments issued without a first report).

Issue 90% of building warrants and amendments within 10 days from receipt of all satisfactory information (not including building warrants and amendments issued without a first report).

## **Information:**

National information on the verification performance framework can be found at the Scottish Government website [www.scotland.gov.uk/bsd](http://www.scotland.gov.uk/bsd)