Our high quality customer focussed service to you

Development Management

Customer Charter

*Provide a pro-active planning service, facilitating and encouraging growth in a sustainable and planned way, creating a customer focussed service operating with professionalism, accountability and integrity.*

**Our commitment to you**

**When you use our services we will:**

- Always be friendly and polite
- Treat you fairly and respond to the diverse needs of all our customers, changing our approach as required
- Always wear identification badges so you know who we are
- Ensure all our correspondence and information is easy to understand
- Always provide you with contact details
- Tell you how we are performing on our website
- Welcome and listen to your feedback and respond accordingly
- Apologise if we get things wrong and take appropriate action
- Be open and honest and explain our decisions
- Publish an online planning register which allows you to view and comment on all applications

**When you submit a planning application we will:**

- Acknowledge receipt of your planning application within 3 working days and let you know if we need any further information
- Determine planning applications in line with our performance standards
- Determine applications with a processing agreement within the agreed timescale

**When you contact us we will:**

- Respond to all general enquiry letters and emails within 20 working days
- Answer telephone calls within 12 rings and return voicemail by the end of the next working day
- Meet you within 5 minutes of your appointment time
- Provide you somewhere to discuss your meeting in private if you let us know in advance

**In return, you can help us by:**

- Seeking pre-application advice and we will provide a written response within 20 working days
- Contacting us first by email or telephone to determine how best we can help you.
- Booking an appointment in advance
- Treating us with respect
- Providing feedback on our service and telling us how we can improve
- Submitting applications and all supporting information via the ePlanning portal
• Submitting valid representations via our website within the required timescales
• Submitting all the required supporting information and the correct fee with your application
• Responding to requests for additional information within the agreed timescales to avoid delays
• Entering into a processing agreement when appropriate

Have your Say

We would like you to tell us what you think of our service. It is always good for us to hear when things go well but crucially, it is important to know if we get things wrong.

If you make a service complaint we will:

• Acknowledge the complaint within 3 working days
• Provide you with contact details
• Provide you with a full response within 20 working days of us receiving your service complaint
• If we can’t give you a full response within 20 working days, we’ll contact you and explain why

Getting in touch

Planning
Online: Planning website
Email: planning@aberdeenshire.gov.uk
Telephone: 01467 534333
Drop in Surgeries: Planning officers are available for advice and consultation at our scheduled drop in sessions at local area offices.

Planning Enforcement
Online: Enforcement website
Email: planningenforcement@aberdeenshire.gov.uk
Telephone: 01467 534333
Planning enforcement charter

Have your say: Let us have your comments, compliments and complaints
Online: Have your say website
Email: feedback.team@aberdeenshire.gov.uk
Telephone: 01346 585 863

Our performance standards:
Online: Planning performance

If you need information from this document in an alternative language or in a Large Print, Easy Read, Braille or BSL, please telephone contact us.