



From mountain to sea

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 within 5 working days for simple general enquiries and for more complex enquiries we will let you know if it will take us longer and provide response timescales. We aim to provide a response in no more than 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 acknowledge receipt of your pre-application enquiry within 3 working days and let you know if we need any further information. We will provide a final written response within 20 working days and let you know if it will take longer.
- 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](#)

Our performance standards:

Online: [Planning performance](#)

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

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](#).