

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 to validate your application
- Determine planning applications in line with our [performance standards](#)
- Agree an extension of time or [processing agreement](#) if more time is required to determine your planning your application

#### When you contact us, we will:

- Acknowledge your planning query and aim to respond within 5 working days
- Meet with you when required, either virtually or in person

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

- Seeking [pre-application advice](#) and following the [guidance](#) on what you need to submit with your application. We will acknowledge receipt of your pre-application enquiry within 3 working days and let you know if we need any further information to validate. Pre-application response timescales:
  - Householder and local pre-applications - we will provide a final written response within 25 working days
  - Major pre-applications - we will provide a final written response within 30 working days, or a timescale agreed with the applicant
  - Large scale energy, transmission and infrastructure pre-applications – we will provide a feedback report within 28 days of a pre-application meeting and continue to engage with the customer, as required, until a formal application is submitted

- Following our [online guidance](#) on how to apply for planning permission which includes a [checklist](#) of all the relevant information that you need to submit to ensure your application is validated
- Contacting us by email or telephone if you need assistance and please leave a message if we aren't available when you call
- 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](#) including any revised plans and additional information
- Submitting all the required supporting information as referred to in your pre application advice and the correct [fee](#) with your application
- Responding to requests for additional information within the agreed timescales to avoid delays
- Agreeing to an extension of time or [processing agreement](#) when appropriate
- Submitting valid [representations](#) via our website within the required timescales
- Prompt payment of advert fees and developer obligations
- Providing feedback on our service and telling us how we can improve
- Treating us with respect – we operate a [zero tolerance](#) policy

## 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

## Planning

**Online:** [Planning website](#)

**Email:** [planning@aberdeenshire.gov.uk](mailto:planning@aberdeenshire.gov.uk)

**Telephone:** 01467 534333

## Planning Enforcement

**Online:** [Enforcement website](#); [Planning enforcement charter](#)

**Email:** [planningenforcement@aberdeenshire.gov.uk](mailto:planningenforcement@aberdeenshire.gov.uk)

**Telephone:** 01467 534333

## Our performance standards

**Online:** [Planning performance](#)

**Have your say:** Please share your comments, compliments and complaints

**Online:** [Have your say website](#)

**Email:** [feedback.team@aberdeenshire.gov.uk](mailto: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](#).