

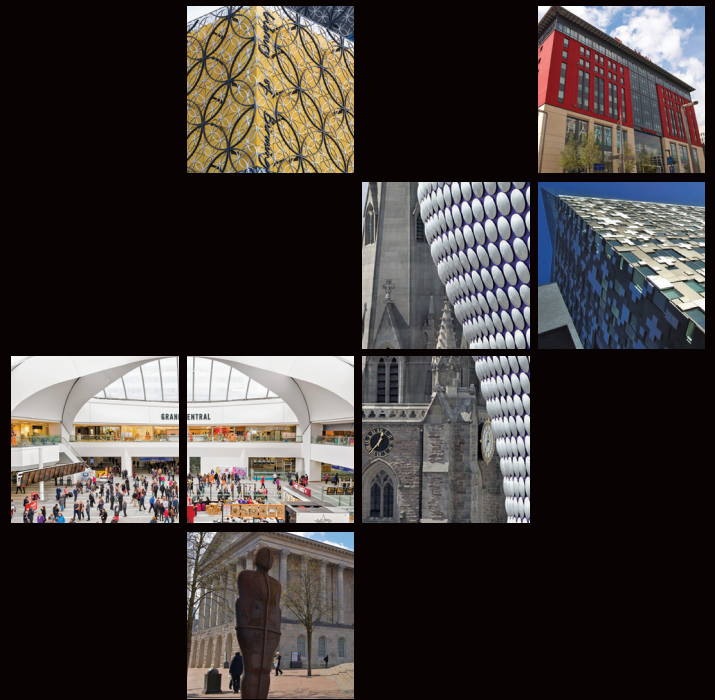
# Our service to you

Planning and Regeneration

# Customer Charter

December 2016

“Provide a pro-active planning service welcoming, encouraging and enabling investment and development in the City, working with transparency and integrity.”



## Our commitment to you

### When you use our services we will...

- Always be courteous and polite.
- Respond to the diverse needs of our customers, adapting our approach as needed.
- Make our correspondence and information easy to understand.
- Let you know the person you are dealing with.
- Publish how we are performing on our website.
- Listen to your feedback, apologise if we get things wrong and do our best to put things right.
- Be open and honest and explain our decisions.

### Our aim is to...

- Make available private interview rooms, wherever possible for private and confidential meetings.
- Regularly review our working practices.
- Respond to all general enquiry letters and e-mails within 10 working days.
- Answer and return all calls promptly.
- See personal callers promptly who have made an appointment.
- Provide up-to-date information and advice about our services on our web pages.

### In return, we expect you to...

- Treat us with respect - we will not be able to help you if you are aggressive, threatening, violent or use bad language.
- Provide any documentation relating to your enquiry, as required.
- Bring a friend to help you or ask for a translator if needed - we may need to make an appointment to provide this service.
- Keep your appointment time, or let us know, with as much notice as possible, if you cannot make a pre-arranged appointment.

## Your views

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

If you make a service complaint we will:

- Acknowledge it within 3 working days.
- Tell you who's dealing with your service complaint and give you their contact details.
- Provide you with a full response within 15 working days of us receiving your service complaint.
- If we can't give you a full response within 15 working days, we'll contact you and explain why.

## Getting in touch

### The quickest way of getting in touch

Web:

Planning

[birmingham.gov.uk/planning](http://birmingham.gov.uk/planning)

Planning Policies

[birmingham.gov.uk/planningpolicy](http://birmingham.gov.uk/planningpolicy)

Building Control

[acivico.co.uk](http://acivico.co.uk)

Watch the Planning Committee live

[birminghamnewsroom.com](http://birminghamnewsroom.com)

E-mail:

Planning and Regeneration

[planningandregenerationenquiries](mailto:planningandregenerationenquiries@birmingham.gov.uk)

[@birmingham.gov.uk](mailto:@birmingham.gov.uk)

Local Land Charges

[land.charges@birmingham.gov.uk](mailto:land.charges@birmingham.gov.uk)

Your views

Let us have your comments, compliments or complaints:

[birmingham.gov.uk/yourviews](http://birmingham.gov.uk/yourviews)

To speak at Committee

[birmingham.gov.uk/planningspeakers](http://birmingham.gov.uk/planningspeakers)

Listed Buildings and Conservation

[birmingham.gov.uk/buildingconservation](http://birmingham.gov.uk/buildingconservation)

Planning and Regeneration

(0121) 303 1115

Acivico Building Control

(0121) 675 7006

Postal address

Planning and Regeneration

PO Box 28

Birmingham B1 1TU

For a copy of this leaflet in large print, alternative format or another language, please contact us.

If you have a speech impairment, are deaf or hard of hearing you can contact Birmingham City Council by Next Generation Text (also known as Text Relay and TypeTalk). Dial 18001 before the full national phone number.

Minicom: (0121) 303 1119 or (0121) 675 8221

You can call the council's Contact Centre using your own advocate to translate for you without written notice. If you need to arrange for this service, go to Brasshouse Translation and Interpreting.

