Reviewed: October 2025

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 https://www.west-dunbarton.gov.uk/planning-building-standards/building-standa

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.

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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 verification 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.
- 11. Use a consistent format for continuous improvement plans.

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

PART 2: Local Charter

https://www.west-dunbarton.gov.uk/planning-building-standards/building-standards-service-performance/