



From mountain to sea

Building Standards Customer Charter

Service Standards Performance November 2021



Visitors

Target: 90% of visitors with an appointment are seen within 5 minutes of the agreed time
Compliance: 100%

Note these results are based on the 2019 results due to Covid-19 as no face to face meetings have been held during the pandemic.



Telephone

Target: 90% of calls answered within 12 rings or returned by the end of the next working day
Compliance: 90%



Enquiries

Target: 90% of enquiries are acknowledged within 3 days
Compliance: 100%



Written Correspondence

Target: 90% of written correspondence replied to within 10 working days
Compliance: 100%



Customer Satisfaction

Target: Maintain an overall customer satisfaction rate of 90%
Compliance: 100% (Q2)



National Customer Satisfaction

Target: Maintain an overall national customer satisfaction rate above 7.5 (national average 7.1) on a scale from 1 (not at all satisfied) to 10 (completely satisfied)
Compliance: 8.3