



# Customer Charter 2023-2024

**Verifier:**

Fife Council  
Building Standards & Public Safety Team  
Protective Services  
Fife House  
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Version Control:

1.1	New version of customer charter created Q1 2023-24
1.2	Q2 Review

## Introduction

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
2. Local Charter



## 1. National Charter

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### **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.
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 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.

## **National Performance 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).

## **National Information on Verification**

National information on the verification performance framework can be found at [Scottish Government Building Standards Division](#) website.

Details on Local Authority Building Standards can be found on the LABSS website: [www.labss.org](http://www.labss.org)

## **Customer Satisfaction**

Our target is to achieve an overall average satisfaction rating of 7.5 out of 10 in the annual Scottish Government national customer survey.

## 2. Local Charter

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### **Submitting a Building Warrant Application**

You can submit a building warrant application online at [www.ebuildingstandards.scot](http://www.ebuildingstandards.scot). You can also download all forms from the same web site if you wish to complete and submit an application form.

We will either validate your building warrant application or contact you within 5 working days to let you know why the application is not valid

### **Response to a Building Warrant Application**

We recognise that the time taken for a verifier to respond to submission of a building warrant application is very important to applicants.

In most cases, we aim to provide you with a technical response, or issue the building warrant within 20 working days from receipt of your valid application. Additionally, where revisions to the submitted plans and details are required, we aim to issue building warrants and amendments within 10 days from receipt of all satisfactory information.

In some cases, applications for a building warrant will result in a “customer agreement” between you and building standards where the performance outcomes including the target first response period and final revised plans and details assessment targets will be specifically agreed.

Other than those applications covered by a customer agreement, if you have not received a technical response, or a building warrant within 35 working days from receipt of your valid application you have the right to request resolution to the matter.

In the case of any building warrant applications made to Fife Council as the verifier, this may be done by contacting: Service Manager Building Standards & Public Safety Tel 03451 55 11 22 or by email to [bss.info@fife.gov.uk](mailto:bss.info@fife.gov.uk)

## **Fife Council's Customer Charter**

We aim to provide services for our customers that are high quality, efficient and continually improving to meet their needs. Our Charter explains what customers should expect from us:

### **Accessibility**

- By arrangement we can also meet with you in a local Council office or if you have mobility issues in your home

### **Excellent Customer Service**

- We will do our best to fully deal with your enquiry when you first contact us
- We will make it quick and easy to deal with us, however you chose to contact us (e.g. online, by text, using digital TV, by phone, or in person)
- Whoever you contact will take personal responsibility for your enquiry
- If we can't give you the solution you hoped for, we'll explain why

### **Good Information**

- We will give you information that is easy to understand, accurate and meets your needs
- We will keep you informed of progress if your enquiry can't be fully dealt with immediately

### **Professionalism**

- We'll be polite, friendly and helpful
- We'll treat you fairly and sensitively and protect your personal privacy
- We'll organise an interpreter, signer, translation or alternative format if you need this

### **What we expect from our customers**

- To treat our staff with courtesy and respect.

We value customer feedback, if you have any comments, suggestions or concerns you can contact us via the following email address [bss.info@fife.gov.uk](mailto:bss.info@fife.gov.uk)

## **Complaints & Disputes**

We want to provide good quality customer service in all cases, and we include a link to the national customer survey with every building warrant approval and completion certificate acceptance. We welcome all feedback about our service, including what we got right and any areas you feel could be improved.

If you are unhappy with any of the service you received then please contact us to discuss what has happened and how we can help. You can contact the team directly to discuss any problems or you may wish to submit a formal complaint.

Details of how to make a formal complaint are available on the Council web site – [Make a complaint](#).

## Technical or Procedural Disputes

If you disagree with an interpretation of the Building Standards that Fife Council is adopting in the consideration of a building warrant that you have submitted or will require to submit you may request an interpretation through Local Authority Building Standards Scotland. For details of the process and relevant application forms follow this link: [LABSS Dispute Resolution Process](#)

You may also apply to the Scottish Governments Building Standards Division for Scottish Ministers' view on compliance with Building Standards: [Ministerial View](#)