

Customer Service Standards (2018)

The Broads Authority Customer Service Standards outline the timescales of response that our customers can expect to receive when they contact us. These standards reflect the core values of the Broads Authority. We endeavour to achieve high levels of customer satisfaction across all of our services and our standards are aimed at assisting this process.

We will:

- Be polite, patient and friendly and listen whenever a customer contacts us.
- Endeavour to resolve the customer query fully, but if for any reason we cannot do this straightaway we will explain this and give an appropriate timescale of when a full response will be made.
- Keep customers informed on the timescale and progress being made on their issue.
- Provide information needed in alternative formats e.g. large print, braille or audio upon request.
- Use plain and jargon free language in our communications, making them suitable for the customer's needs.

When a call is received:

- We will aim to answer within 10 rings (please note this may be via a voice message service).
- Voice messages will give a clear indication of when the Officer is expected to pick up their calls.
- We aim to answer your enquiry in full at the first point of contact.
- If we cannot fully resolve your enquiry at the first point of contact, where possible we will pass you on to the right person or department within the Broads Authority that can.

When a letter or email is received:

- We aim to respond within 10 working days.
- Respond to any complaint as set out in our complaints procedure (<http://www.broads-authority.gov.uk/contact-us/comments-and-complaints/how-to-complain>).

Emergency Contact

- To notify the Broads Authority of an urgent situation please phone Broads Control on **01603 756056**. Broads Control is open 7 days a week between 9am and 5pm in the winter (November to Easter) and 9am to 6pm in the summer. Calls left on the Broads Control answerphone outside of office hours will be dealt with when the office opens the next morning.
- In all cases requiring an immediate emergency response within the Broads National Park please contact 999 and ask for the relevant emergency service as required.

Social Media

- The Broads Authority manages Broads National Park and Broads Authority social media accounts on the popular platforms. It is normally only possible to monitor these accounts during standard office hours, Monday to Friday, 9am to 5pm. During these times we aim to respond to social media enquiries on the same working day. Enquiries made outside of these times will be answered on the next working day.

Planning

- The Broads Authority is the Local Planning Authority for the Broads. We develop planning policies for the area, handle all planning and related applications and investigate suspected breaches of planning control. In carrying out these functions we follow the relevant statutory requirements.
- We have an adopted Statement of Community Involvement (SCI) which sets out an approach to engagement and additional service standards to those above (<http://www.broads-authority.gov.uk/statement-community-involvement.pdf>).

When you contact us to discuss planning policy we will:

- Acknowledge all comments received within 5 working days. Where a further or fuller discussion is requested or needed we will make arrangements with you to do this in the most appropriate way.

When you make a planning application we will:

- Acknowledge your valid planning application within 5 working days or contact you if we need more information for validation.

- Allow a consultation period of 21 days from the date of site notices and notification letters and 14 days from the date of press advertisements. Usually a shorter period will be allowed for consultation on amendments.
- Acknowledge all comments received within 5 working days. Where a further or fuller response is required we will advise you of the timescales for this.
- Visit the application site (where required) within 10 working days.
- Determine your planning application within the statutory timescale (8 weeks for minor development and 13 weeks for major development) other than in exceptional circumstances and/or where you have agreed to an extension of time.
- We provide a free pre-application service and aim to provide a full response to your enquiry within 21 days.

When you contact us to report a suspected breach of planning control we will:

- Acknowledge your correspondence within 5 working days.
- Investigate the report within 5 working days where the allegations involve development causing a serious threat or threat to public health and safety, or permanent serious damage to the natural or built environment.
- Investigate the report within 15 working days where the allegations involve any other type of development.
- We will keep you informed of the progress of the investigation.