

# Royal Borough of Kingston Building Control Services

## Customer Care Policy

### OUR COMMITMENT TO CARE

The Royal Borough of Kingston upon Thames Building Control Section is dedicated to providing the highest quality of services to its customers, residents and visitors to the Borough. This will be delivered in an efficient, fair and equitable manner and will take into account views of customers on how to develop the service.

To help accomplish this Building Control Services are committed to:

- Equal Opportunities

The service will be provided on the basis of fairness and openness. No one will receive less favourable treatment because of their race, nationality, colour, ethnic or national origin, religious belief, sex, marital status, sexual orientation, age or disability.

- Plain English

By providing clear advice in everyday language that people can easily understand. Forms and leaflets will be in Plain English and where suitable the Plain English Campaign's Crystal Mark gained.

- Feedback

Feedback included on plan checking and site inspection questionnaires and views expressed in other ways will be considered in the development and improvement of the services provided.

- Conciliation

The London District Surveyors Association Conciliation Procedure may be used in the event there is a technical dispute that can not be resolved at local level.

- Complaints

If you are not satisfied with our service then the Council has a complaints procedure. Details of this are available on the Council's web site or advice can be provided on help line 020 8547 5757.