



Building Control Service Charter

We are committed to the concept of :-

Delivering a high quality customer focused building control service within the Vale of White Horse District

We Aim to:

- ✓ Be helpful, courteous, prompt and efficient in our responses
- ✓ Make the process of applying for approval, as simple and easy as possible
- ✓ Give **free** advice at preliminary design stage or in the preparation of submissions
- ✓ Check submitted applications and information as expediently as possible
- ✓ Determine all applications within the required statutory periods
- ✓ Inspect relevant work on site in line with customers reasonable requirements
- ✓ Investigate dangerous structures as soon as you report them
- ✓ Provide easy to understand information in a suitable format

What if we fail?

**We will investigate all complaints and correct any mistakes.
If we were wrong we will apologise**

How are we doing?

If we are failing to meet these standards, please contact us

