

Have Your Say

At Nottingham City Council, we are committed to providing high quality services and continuing to improve our services to meet your needs.

Our 'Have Your Say' scheme lets you tell us what you think about our services.

You can use this scheme to:

- Compliment us- when you are happy with a service
- Complain - when we don't get it right (or see our complaints leaflet)
- Comment - when you have a suggestion about how we can make our services better for you

We'll listen to you and do our very best to act on what you say.

You can Have Your Say by:

- Speaking to a member of staff
- Completing the form online at **www.nottinghamcity.gov.uk/haveyoursay**
- Emailing us at **customer.services@nottinghamcity.gov.uk** quoting Have Your Say
- Calling us on **0115 915 4950** (8.30am - 4.50pm Mon-Fri) or **0115 915 4848** (24 hour answerphone)
- Picking up a form at any reception point

If you require this information in another language, in large font, Braille, audio tape or text only version, please ask a member of staff or call Nottingham City Council Customer Services on **0115 915 4950**.

Nottingham City Council planning Service Standards

The Service Standard for Planning tells you the level of customer service you can expect from us

We will:

- Provide high quality services to you based around you and your circumstances and in a way that offers you maximum choice.
- Ensure that our services are accessible for all residents, businesses and visitors.
- Ensure our staff are appropriately trained, helpful and treat you in a caring, polite and efficient manner, responding in line with our service standards.
- Ensure our staff provide information that is reliable, clear, informative and in a format of your choice.
- Answer 75% of your telephone calls within 18 seconds.
- Monitor our performance on the number of calls that are unanswered or busy and take action to put it right.
- Respond to 90% of your letters within 12 working days.
- Respond to 90% of your emails within 12 working days.
- Ask you for feedback at least once a year on the level of service you have received, and publish the results.

You can also expect Planning to deal with:

- Householder pre-application enquiry forms: reply within 12 working days advising whether or not planning permission is required.
- Registration, acknowledgement of planning applications: within 4 working days.
- Comments on planning applications: acknowledged within 4 working days.
- Major applications, including business parks, large housing developments, 60% to be decided in 13 weeks.
- Minor applications such as small housing and retail developments, 65% to be decided in 8 weeks.
- All other planning applications, including householder, other small extensions and changes of use, 80% to be decided in 8 weeks.

What we do for you

- Deal with planning applications, ranging from householder extensions to new business parks and major retail development.
- Coordinate large public development projects.
- Prepare guidance and give advice on a wide range of planning, regeneration, urban design, heritage and conservation issues.
- Investigate complaints about unauthorised developments and activities and taking enforcement action as necessary.
- Publish information on applications received and consulting residents and others affected by the proposals.
- Keep up-to-date records of all planning applications and other planning information in an easily accessible way.

To find out more, contact us

Hours of opening: **8.30am - 5.00pm Monday to Friday**

Telephone: **0115 915 5426 / 5127** Outside these hours there is an Answerphone service.

Fax: **0115 915 5165**

Email: **development.control@nottinghamcity.gov.uk**

Location: **Exchange Buildings North, Smithy Row, Nottingham**
(above Exchange Arcade, opposite Primark)

Website: **www.plan4nottingham.com / www.nottinghamcity.gov.uk**
(download planning application forms, guidance notes and other useful information)