

Customer First

Planning and Building Control



South Hams
District Council

These are the **service standards** we aim to achieve during 2009/10

If you	We will
Are unable to speak to the person you need	Return your phone call within 24 hours.
Submit a valid planning application	Register it within 3 working days
Have submitted an application	Issue a decision notice within 3 working days of making a decision
Have submitted an application	Meet our statutory targets on the speed within which a decision is reached
Have commented on a planning application,	Inform you of the decision within 4 working days of the decision being made
Make a complaint about a breach of planning control	Acknowledge it within 5 working days.