

REGULATORY SERVICE STANDARDS

Here are the service standards for our regulatory work. They have been prepared in accordance with the Governments regulators code.

What can you expect from us?

We will:

- tell you your rights and signpost you to where you may get independent advice
- respect your confidentiality where possible
- be polite and listen to your views
- treat you with courtesy, fairness, honesty and respect
- be realistic about what we can and cannot do
- have suitably qualified and trained staff carrying out regulatory activities
- follow our enforcement policy
- help and support you in developing your business
- not place unnecessary burdens in your way

How will we communicate with you?

We aim to provide you with clear information advice and guidance; using appropriate communication to the situation. This may be:

- letters
- emails
- phone calls
- information on our website
- social media
- face to face conversation

We will generally produce information in English; however in certain situations we may decide it is necessary to translate things into another language. All relevant information held will be treated in accordance with our data protection policies.

How can you help?

You can help us do our jobs effectively by:

- listening to our officers
- providing paperwork and material in the timescales we request
- treating our officers with courtesy and respect

What does it cost?

Some of our regulatory work requires you to pay a fee. You will be informed of the relevant fee when applicable.

Our fees are reviewed every year but sometimes the government requires us to charge you a specific fee over which we have no control.

Our approach to compliance

In carrying out our regulatory work we follow government guidance and our own enforcement policy. This includes:

- using national methods for assessing risk
- determining how often inspections and checks will be made
- any follow-up resulting from inspections and checks

Further details are in our enforcement policy. Website Link to be added.....

If you want to complain:

If you have a complaint about the way we have provided our service or treated you, you can make a complaint direct to the council. Complaints received will be managed in line with the council's Complaints Policy.

If you are dissatisfied with the outcome of your complaint, you may be able to have your complaint reviewed by an independent Ombudsman service.

The council provides an impartial route to review a regulatory decision or failure to follow the regulators code. This review will be undertaken by an officer not involved in the case. Requests for such a review should be made by contacting the relevant Head of Service (details are on the our website, or can be obtained from our contact centre)

In some cases you have a right of appeal to a Court or Tribunal; this is different from a complaint and may have strict timescales. It is your responsibility to seek appropriate advice in this regard.

Feedback:

We welcome and value your views about the way we work. You can provide feedback to us in the following ways:

- through our complaints, comments and compliments system (see separate leaflet)
- by responding to our consultations
- by joining the borough panel
- direct to our staff or managers
- through our elected members (Councillors)

Our contact details are:

Welwyn Hatfield Borough Council
Council Offices
The Campus
Welwyn Garden City
Hertfordshire
AL8 6AE

Tel 01707 357000

Email contact-whc@welhat.gov.uk