Customer Charter

The Planning Inspectorate is committed to delivering decisions, recommendations and advice to customers in an open, fair, impartial and timely manner.

Our promises to you – we will:

• Be helpful and polite, and treat you with courtesy and respect at all times;
• Listen and respond to your concerns, apologise for and learn from our mistakes, and use your feedback to improve how we do things where possible;
• Decide all cases efficiently and as quickly as possible;
• Make guidance available to help you understand the process and timetable;
• Ensure cases are handled by people with the right level of experience and expertise;
• Make well-reasoned and informed decisions across all areas of business;
• Support and encourage the use of Welsh in the handling of our roles within Wales.

In return – we ask that you:

• Read and follow the guidance we make available and let us know if anything is unclear;
• Provide the necessary and relevant information to make your case in a succinct and accurate manner;
• Use our online service or communicate with us electronically whenever possible;
• Understand that you may not get the outcome that you want;
• Treat our staff with courtesy and respect, and accept that we will not tolerate rude or abusive behaviour in any form of communication;
• Let us know if our service to you falls short and give us the opportunity to put that right;
• Understand that we cannot (a) advise you on how to argue your appeal, (b) provide legal advice or (c) change a decision on a case once it is made.