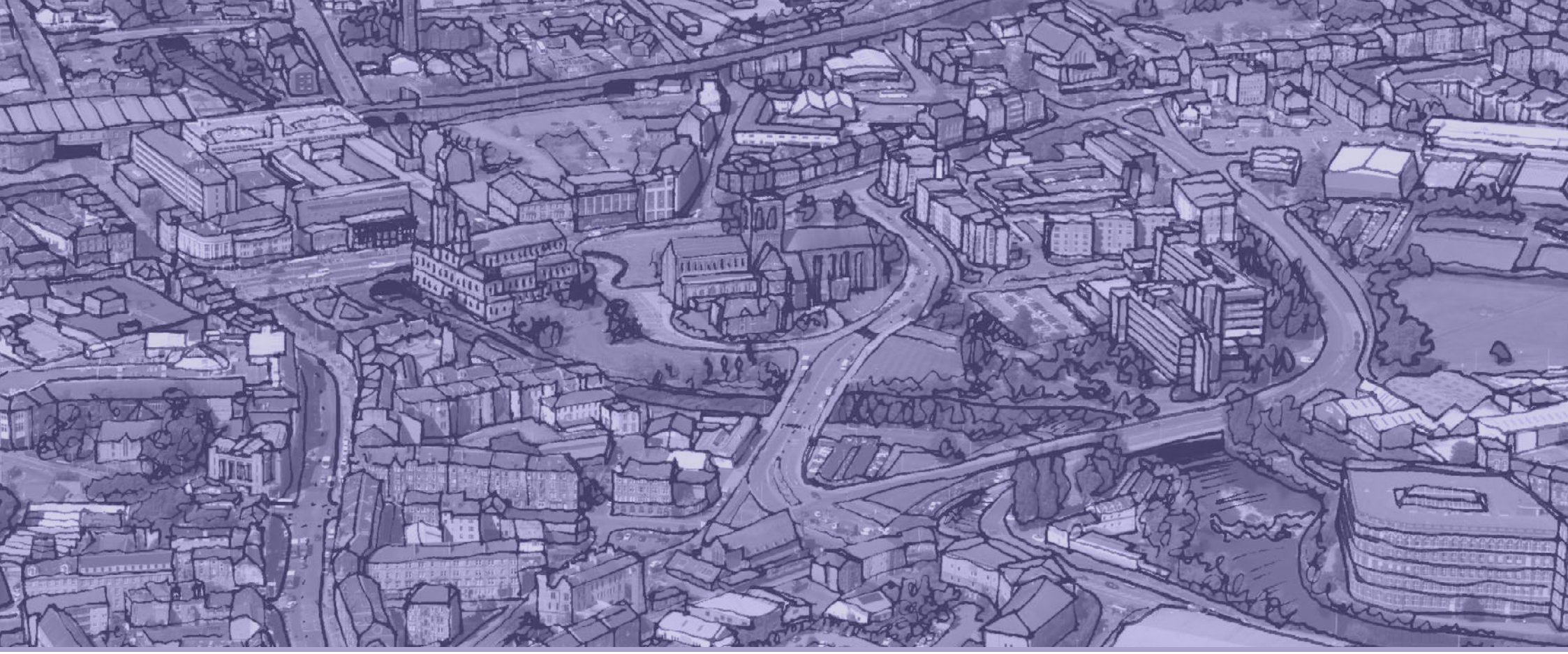

PLANNING

ENFORCEMENT CHARTER 2026

Renfrewshire Council

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1

OVERVIEW

A high-quality planning system is important to creating quality places. Public confidence in an efficient and effective planning service is key to this delivery. Working alongside our communities with input from the public and other stakeholders is central to assisting in the delivery of a high-quality planning system.

Enforcing planning regulations in a timeous, consistent and proportionate way is important and there is a role for the public in letting the Planning Authority know when there is a potential breach of planning control.

The aim of this charter is to make sure the procedures are fair and reasonable and that we keep everyone involved informed throughout the process.

Fundamentally, the purpose of planning enforcement is to find a solution or deal with a breach of planning control rather than to punish for what is often a mistake. Any action taken has to be appropriate to the scale of the breach and the harm it may have caused. In many cases, the submission of a retrospective application is the most reasonable means to regularise a breach of planning control.

Enforcement powers are limited and can only apply to breaches of planning control, and this is explained in more detail in the proceeding section below.

Where planning enforcement powers are applicable, it is important to note that such powers are discretionary. That means that, even when there is a breach of planning control identified, the Planning Authority has to consider if it is in the wider public interest to take formal action.

Taking formal enforcement action is a last resort and can only be used in cases where the breach is considered to be in the public interest or is causing harm and also where there is no other way to regularise that breach. Before considering formal action and the serving of a formal notice, the Planning Authority will attempt to resolve the matter through a number of other methods.

Any enforcement action taken is ordinarily limited to being served on the landowner, only in some cases is it appropriate to serve a notice on an individual or a company.

More detailed information on the use of enforcement powers is set out in the Scottish Government publication Circular 10/2009: Planning Enforcement which can be found online at:

https://www.gov.scot/publications/planning-circular-10-2009-planning-enforcement/

2 POWER AND LIMITATIONS OF PLANNING ENFORCEMENT

Powers of Entry

The Planning Authority hold rights under Section 156 of the Town and Country Planning Act to enter land or buildings to:

- Establish if there has been a breach of planning control.
- Check if there has been compliance with a formal notice.
- Check if a breach has been satisfactorily resolved.

This power applies to any land or buildings and may involve officers entering land adjacent to the site of the breach.

Not all suspected breaches will require Planning Officers of the Planning Authority to use these powers and in most cases Planning Officers will attempt to contact the landowner or occupier in the first instance to investigate the suspected breach. In cases where officers are unsuccessful in these attempts or the breach is considered to have potential harm to public health or safety, these powers allow Planning Officers to enter land or buildings to investigate the breach.

For more information on the powers given to the Planning Authority, please see the below link to Section 156 of the Town and Country Planning (Scotland) Act 1997:

Limitations of Planning Enforcement

Planning enforcement only applies to breaches of planning control and matters which sit within the remit of planning. Planning enforcement cannot investigate, intervene, or address certain matters which sit outside the scope of planning enforcement. This includes (but is not limited to) the following:

- Non-Planning Issues: Issues not covered by planning legislation or governed by other regulators/ regulations, general neighbour disputes, statutory nuisance complaints and health and safety matters.
- Civil/Private Disputes: Boundary and land ownership, disputes, covenants, trespassing, and right-of-way issues are private legal matters.
- Anonymous Enquiries: Councils often do not investigate anonymous complaints unless the breach is deemed very serious.
- Internal Works: Internal alterations to a building or property that is not listed.
- Permitted Development: Works that do not require planning permission, such as small extensions or fences under a certain height.
- Advertisements: While the placement of an advertisement may be regulated, the text, wording, or images used cannot be investigated. Many advertisements also benefit from deemed consent and do not require advertisement consent.
- Lawful/Time Barred/Immune Developments: Development that is lawful because it has exceeded time limits for action—generally 4 or 10 years depending on the type of breach and location.
- Lack of Expediency: Enforcement is discretionary. If a breach is deemed to be minor and or causes no significant harm to public amenity, the Planning Authority may decide not to act, even if a breach exists.
- Implementation of a Lawful permission/consent: Enforcement action cannot be taken when a development is being implemented in line with an approved consent. A lawfully implementable consent is where a development is subject to a live or extant planning permission, where all pre-commencement/suspensive conditions have been discharged and a Notification of Initiation of Development has been submitted.

What are the time limits on Enforcement Action?

It should be noted that Enforcement action has to be taken within time limits:

The four year limit - this applies to 'unauthorised operational development' (the carrying out of building, engineering, mining or other operations in, on, over or under land) and a change of use to a single dwellinghouse. After four years following this type of breach, the development becomes lawful, and no enforcement action can be taken.

The ten year limit - this applies to all other development including change of use (other than to a single dwellinghouse) and breaches of condition. After ten years, the development ,or use or non compliance of the conditions becomes lawful, and no enforcement action can be taken.

The two year limit - this applies to unauthorised works or felling of trees within a tree preservation order are and trees within a conservation area. After two years,any such works become lawful and no enforcement action can be taken.

There is no time limit for breaches of unauthorised works undertaken to a listed building .They will always be considered no matter the time limit from the potential breach.

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PREVALENT PLANNING ISSUES

Householder

Not all works undertaken to a dwellinghouse require planning permission, some types of building works can be undertaken without planning permission through what is known as permitted development rights. Permitted development rights cover a broad scope of works ranging from physical alterations, enlargements and extensions to properties to other works within the garden ground/curtilage of a dwellinghouse such as the erection of sheds, fencing and decking. Permitted development rights also exist for flats however these are significantly reduced/restricted compared to dwellinghouses given the often communal and shared nature of flats.

The Town and Country Planning (General Permitted Development) (Scotland) Order 1992 is the applicable planning legislation, and this stipulates the permitted development criteria that applies to dwellinghouses and flats. Below is a link to the current Scottish Government householder permitted development circular guidance, which details what works can be undertaken without the need for planning permission and what criteria needs to be met for works to benefit from permitted development.

https://www.gov.scot/publications/circular-1-2024-householder-permitted-development-rights/documents/

Should a property owner require formal and legally binding confirmation that the works constitute permitted development, they can submit a Certificate of Lawfulness application to the Planning Authority. This is a formal mechanism which allows the Planning Authority to assess a proposal against the applicable permitted development criteria and confirms if it complies.

Advertisements

Advertisements are controlled through The Town and Country Planning (Control of Advertisements) (Scotland) Regulations 1984. Advertisements come in many forms and can range from (but not limited to) fascia and projecting signs on a business premises, internal/vinyl graphics within a retail unit and freestanding digital displays and billboard on land. Some advertisements require Advertisement Consent to be obtained from the Planning Authority and other advertisements do not require consent with these covered by what is known as deemed consent (essentially permitted development rights but for advertisements). The requirement for consent is determined by the size, design and type of advertisement, its location, and its purpose/what it is advertising.

It is important to note that the content of an advertisement is not a matter covered by planning control. Any concerns regarding the content of an advertisement should be made directly to the Advertising Standards Authority.

Trees

Trees that are within a conservation area or which are covered by a Tree Preservation Order (TPO) designation are afforded protection in planning terms and there are no permitted works that can be carried out to such trees without first obtaining permission from the Planning Authority. It is important to be aware that it is a criminal offence to undertake works to trees subject to a TPO or within a conservation area without the relevant permission/consent being in place.

Where works are undertaken to trees that are not covered by a TPO or within a conservation area, the Planning Authority has no remit or locus. There may be separate obligations of the person(s) undertaking the works such as a felling licence to ensure the works are carried out in a safe manner or a need to comply with ecological/ biodiversity legislation, but these are not matter within the Planning Authority's control or which the Planning Authority can enforce.

High Hedge issues specifically are not a planning enforcement matter. Separate applications, processes, and procedures are in place to deal with cases of high hedges. More information on this can be found at the below link to the Council's website.

https://www1.renfrewshire.gov.uk/article/13553/High-hedge-issues-with-neighbours

Listed Buildings

A listed building is a building that has been officially and formally recognised as being special because of its history, design or cultural significance. Unlike non-listed buildings, listed buildings have limited permitted development rights so Listed Building Consent is required for most external or internal works and can even apply to certain works within the curtilage.

Breaches in relation to listed building are a serious matter. It is important to be aware that it is a criminal offence to undertake unauthorised works to demolish, significantly alter, or extend a listed building and in certain circumstances this can lead either to an unlimited fine or imprisonment.

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TYPES OF BREACHES

Possible breaches of planning control include:

An unauthorised change of use;

Work carried out or being carried out without planning permission or listed building consent;

Failure to comply with conditions attached to a permission or consent;

Departures from approved plans or consent;

Carrying out works to trees that are protected under a Tree Preservation Order or are located within a conservation area.

5

IMPLICATIONS OF POTENTIAL BREACH

What are the legal implications of not complying with planning legislation?

Failure to obtain planning permission, listed building consent, advertisement consent or treeworks consent, before development or works are carried out or an advertisement is displayed may have financial or legal implications which could prove problematic to resolve.

Not observing the regulatory requirements for example may significantly delay or impede the conveyancing transaction for the sale of a house, or letting of commercial premises.

A breach of planning control is not a criminal offense, except in cases where works are undertaken to a listed building or to trees within a tree preservation order. It is however a criminal offense not to comply with an enforcement notice.

In circumstances where there are an unauthorised use or works have been carried out without the relevant permission/consent, the Planning Authority will usually expect the submission of the appropriate formal application to regularise matters if appropriate. However, there is no guarantee that consent will be granted.

The failure to comply with conditions attached to a permission/consent, prior to, during or following development can have similar implications and may require a subsequent application to be submitted to regularise the situation.

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HOW TO REPORT A POTENTIAL BREACH OF PLANNING CONTROL

Any potential breach in planning control can be reported as using our online form at https://myaccount.renfrewshire.gov.uk/en/service/Report_a_Suspected_Planning_Breach.

However if this is not possible concerns can be posted to:

Development Standards
Chief Executive's Service
Renfrewshire House
Cotton Street
Paisley
PA1 1JD

When submitting an enforcement enquiry, the below information should be provided. Please note that the more information you are able to provide when submitting an enquiry, the more informed the Planning Authority will be to fully assess the matter.

- The address of the property concerned;
- Details of the suspected breach of planning control. Please provide as much information as possible, this can include (where appropriate):
  - Photos of the development/works,
  - Dimensions of structures built,
  - Dates and times of development (including when the works began and whether they are ongoing),
  - Where the breach concerns a change of use, details on the business operations should be provided.
- Your name and contact details; and
- Information on how the breach affects you and others.

We will treat all enforcement enquiries as confidential and will not publish any personal details, name, address and contact details of the enquirer.

All data submitted to us will be handled in accordance with the relevant data protection legislation.

It should be noted that under Freedom of Information (Scotland) Act 2002 and the Environmental Information (Scotland) Regulations 2002 we may need to disclose information relating to the substance of any reports received. Requests for total confidentiality may also limit our ability to take formal action and we cannot guarantee this if the case leads to court proceedings.

Anonymous submissions about potential breaches of planning control are unlikely to be considered unless there is an imminent risk to public health and safety.

Contacting Your Local Councillor

In some instances, your local councillor may be the first person you approach in relation to a potential breach of planning control. We would encourage anyone reporting any potential breach of planning control using the contact details opposite to enable direct contact with the relevant officers and to be kept up to date with the process and procedures. Councillors being involved in enforcement cases may prevent them from making decisions on any potential applications associated with the case or other formal action. This is in line with the Standards Commission Code of Conduct which can be viewed below:

https://www.standardscommissionscotland.org.uk/

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WHAT HAPPENS NEXT

Information received by the Planning Authority is checked to see if it involves a possible breach of planning control and includes all the detail required for a possible investigation.

Submissions which relate to matters which are not under the control of the Planning Authority or where the development/works meet the requirements of deemed consent or permitted development do not constitute a breach of planning control and as such the enquirer will be notified and these cases will be closed.

The Planning Authority will generally take action in the interests of the wider public amenity or safety.

Where enquiries relate to an area of the Council function other than Planning, the matter will be referred to the relevant Council Service, and the enquirer notified.

8

TIMESCALE

Any action that is taken has to be appropriate to the scale of the breach and also importantly the harm that it may be causing.

Priority will be given to breaches of planning control, relating to the following:-

- Significant detrimental impact on public safety; and
- Irreversible damage to listed buildings;
- Significant detrimental impact on amenity;
- Trees protected by Tree Preservation Orders or located in conservation areas.

Timeframes for Action

The length of time required to investigate an issue can be affected by a number of factors, including gathering evidence, negotiations between parties or affording time for formal action to be initiated and concluded.

Similarly, an application to regularise the breach of control or an appeal against a decision of planning can also have an impact on timescales to resolve the issue.

The Planning Authority recognises that delays can be a source of considerable frustration to those submitting information, particularly if they consider that their amenity is affected.

Consequently, it is appreciated that there is a need to keep interested parties informed of signigicant stages in the process of a case. This will be done in line with the Councils approved Service Standard.

Please note that the preferred method of communicating with all parties is electronically.

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PROCESSES & PROCEDURES

The Planning Authority has discretion on whether to take enforcement action in any given situation and various options are open to Planning.

There will be a focus on trying to sort out a situation by negotiating with the person responsible for breaching planning control.

The Planning Authority will give the person responsible for the breach in planning control a specific timescale to meet the requirements. The length of time will depend on how serious the issue is and the harm it may be causing.

The Planning Authority is unlikely to take formal action for developments which in planning terms, are deemed to be acceptable.

In some cases, action may not be appropriate, even though planning controls have been breached.

In many cases, it will be appropriate to ask the person in breach of planning control to make a retrospective application. Once a retrospective application has been submitted, the formal enforcement options are limited. As such, upon the submission of a retrospective application the original enforcement enquiry case will be closed. If the retrospective application is subsequently refused the enforcement enquiry case can be re-opened and appropriate action can be considered and taken.

If a retrospective application is submitted, the statutory neighbour notification and publicity (where applicable) will be carried out and the Planning Authority will fully consider any comments received before any decision is made.

The Planning Authority has to consider each case on its merits and decide on the most appropriate solution.

Formal enforcement action will only be taken where, the breach of planning control is significant and would unacceptably affect public amenity, public safety or the use of land and buildings meriting protection in the public interest. This is set out in more detail in the proceeding section.

10

FORMAL ACTION

Only a small number of cases require formal action. This formal action begins with the serving of a notice, details of the different types of notices can be found in the appendix.

Notices include the following information;

- A description of the breach of control that has taken place,
- The steps that should be taken to remedy the breach,
- The timescale for taking these steps,
- The consequences of failure to comply with the notice, and
- Where appropriate, any rights of appeal the recipient has and how to lodge an appeal.

It is important to note that a notice may not include all matters subject to the original enforcement enquiry. An enforcement notice can only contain elements where the Planning Authority is confident and satisfied that a breach has occurred, and where that breach is in the public interest to act.

Once a notice is served, there is a 28-day period before that notice comes into effect, during this period, depending on the type, the recipient of the notice may have the opportunity to appeal the notice and the Planning Authority can withdraw the notice if the breach is remedied before if it comes into effect.

Appeals

Appeals against enforcement notices are considered by Scottish Ministers and dealt with, in most cases, by independent Reporters from the Scottish Government Directorate of Planning and Environmental Appeals (DPEA).

Anyone who has submitted information on a breach of planning control will be advised of the appeal either by the Planning Authority or the Scottish Government.

When an enforcement notice is appealed, the timescale for taking the steps to comply with the notice is stopped until such a time as a decision is made on the appeal. As the appeal sits with the Scottish Ministers the Council is not able to take any further action until a decision is made on the appeal.

Not all notice types can be appealed, for example there is no right of appeal against a Breach of Condition Notice. The appendix contains a description of the different notice types and clarifies whether or not they are eligible for an appeal.

Penalties

Failure to comply with a notice may result in the Planning Authority taking further action. This can include a range of possible options including;

- Referring the case to the Procurator Fiscal for possible prosecution.

- Carrying out work and charging the person for the costs involved (often referred to as Direct Action).

- Seeking a Court interdict to stop or prevent a breach of planning controls.

It should be noted that the expectation is that cases will be resolved without the need for any referrals to the Procurator Fiscal.

In terms of any unresolved enforcement breaches, the Planning Authority require to carefully consider any potential referrals to the Procurator Fiscal.

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ENFORCEMENT PROCESS

1

Acknowledgement and initial investigation to determine if it constitutes development.

5 working days

2

Response to enquirer following initial investigation.

28 working days

3

If a breach is identified, establish the next course of action from a planning perspective. This could be; requesting the submission of a retrospective application, the serving of a notice or a decision may be that no enforcement action is taken. All interested parties including the enquirer will be advised of the decision.

4

If no progress is made contact will be maintained with the enquirer to advise of key developments going forward.

5

If there is no attempt to rectify breach the Planning Authority will consider taking further action.

6

Where appropriate, the Planning Authority will serve a formal notice to rectify the breach. Once a notice has been served the original enforcement enquiry will be considered closed with the enquirer being informed of the final outcome upon the expiration of the relevant notice.

12

MONITORING OF MAJOR DEVELOPMENTS

In line with the Planning (Scotland) Act 2019, Renfrewshire Council are required to monitor major development and ensure they are constructed in line with the respective planning consent.

Officers of the Planning Authority will monitor all major developments and will seek to ensure that the development progresses in compliance with relevant conditions and the wider consent and approved plans.

In the event that the development does not proceed in compliance with the respective consent, the Planning Authority will seek a resolution to such matters which may include taking formal enforcement action should a resolution not be reached.

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APPENDIX - DEFINITION OF NOTICE TYPES AND OTHER PLANNING PROCESSES

Section 33A Notice	This notice requires a landowner to submit a retrospective planning application for development that has already been carried out without the necessary permission. This notice type is technically a form of formal enforcement action, it has no rights to appeal, and it extends the period in which the planning authority can undertake other types of formal action if the notice is not complied with.
Planning Contravention Notice	This is a notice served of a landowner to obtain information about activities or works where a breach of planning control is suspected. This notice is used when it has not yet been established if a breach has occurred. This notice required that the landowner, or other interested parties contact the planning authority within a set time period to provide the information requested within the notice. Failure to comply with the notice is an offence and can lead to further enforcement action being taken and/or fines in court.
Breach of Condition Notice	A Breach of Condition Notice is used when a planning condition attached to a decision notice is not being complied with. The notice is served on anyone carrying out activities that breach the conditions or anyone who owns/control the land. This notice requires the specific condition(s) be complied with from the date which the Notice takes affect or the planning authority may peruse legal action. It is a criminal offence not to comply with the notice.

Enforcement Notice	This is served on a landowner and any other interested parties. An Enforcement Notice will specify when it takes effect, the steps that must be taken to remedy the breach and the time for this to be completed. There are limited rights of appeal to the Scottish Ministers, and this would result in the notice being suspended until a decision is reached. Failure to comply with an enforcement notice is an offence and may lead to a fine of up to £50,000 in the Sheriff Court.
Listed Building Enforcement Notice	This must be served on the current owner, occupier and anyone else with an interest in the property. The notice must specify the steps to be taken to remedy the breach and a final date for compliance. Failure to meet the terms of the notice by the date specified is an offence. There is the right of appeal to Scottish Ministers against the notice and this would result in the notice being suspended until a decision is reached. Breaches of listed building control are a serious matter; it is a criminal offence to undertake unauthorised works to demolish, significantly alter, or extend a listed building and in certain circumstances this can lead either to an unlimited fine or imprisonment.
Stop Notice	A Stop Notice is served alongside an Enforcement Notice and required that all activities stated within the notice cease from the date of the notice. The stop notice will remain in effect on the site until the compliance period for the associated enforcement notice passes. Failure to comply with a Stop Notice is an offence. There is no right to appeal a Stop Notice, though the accompanying Enforcement Notice can be appealed.

Temporary Stop Notices	Takes effect immediately when it is issued and, unlike a Stop Notice, does not require the issue of an enforcement notice. It would be used to stop an activity that would, in the Planning Authority's view, cause damage to the environment and/or local amenity. The Temporary Stop Notice might not prohibit the activity over the entire site. For example, it might instead restrict it to certain areas or times. The maximum period a Temporary Stop Notice can be in effect for is 28 days.
Fixed Penalty Notices	This provides an alternative process to address situations where a person has failed to comply with the requirements of an enforcement notice or a breach of condition notice. By paying the penalty imposed by the fixed penalty notice, the person will discharge any liability for prosecution for the offence. They will not, however, discharge the obligation to comply with the terms of the enforcement notice or breach of condition notice and the Council will retain the power to take direct action to remedy the breach and recover the costs of the work from that person. The Council is not required to offer the option of paying a fixed penalty. Any decision to do so would depend on considerations such as the scale of the breach and its impact on local amenity.

Amenity Notice	This notice requires a landowner or occupier to clean up land that is in such a poor state it harms the surrounding area's amenity. The notice will specify when it takes effect, the steps that must be taken to remedy the breach and the time for this to be completed. There are limited rights of appeal to the Scottish Ministers and this would result in the notice being suspended until a decision is reached. It should be noted that an Amenity Notice can only be used in the most severe cases, this cannot be used to deal with minor issues such as overgrown grass, or general disrepair to a building or its grounds.

Other Definitions

Planning Permission	Planning permission covers a wide range of developments from the erection of extensions at a residential dwelling, to the new housing site for 100 new homes, to a shopfront alteration. It is the most common application type while covering the widest range of developments.
Planning Permission in Principle	Planning Permission in Principle (PIP) is primarily used for larger development sites to establish whether development is acceptable in principle on a particular site. It allows consideration of matters at a high level and does not require full detailed proposals. For example, on a housing site, PIP can be used to assess the overall number of new homes and their general composition (such as two bedroom terraced houses or a mix of different dwelling types), without providing detailed information on the precise layout, location, or design of the dwellings. PIP does not constitute full planning permission, and before any development can take place, a subsequent detailed application must be submitted and approved in accordance with the granted PIP.

Section 42 Application	A Section 42 Application is used to either vary/amend or remove a condition(s) attached to a consent. The approval of a Section 42 application creates a new, stand-alone planning consent.
Advertisement Consent	Advertisement Consent applications are required for advertisements and signage that do not benefit from deemed consent. As part of these applications, the Planning Authority assesses advertisements in terms of public safety and amenity. The content of the advertisement cannot be considered.
Listed Building Consent	A Listed Building Consent application is required when works are proposed which impact a listed building and can include both internal and external works depending on the nature of the listing. This application only assesses the impact of the proposed works on the character and integrity of the listed building and is most cases accompanied by a planning application which assesses the acceptability of the proposed works more generally.
Discharge of Conditions	While not all conditions require to be formally discharged, many of them do and these are known as suspensive conditions. Discharge of Condition applications allows the Planning Authority to confirm that that sufficient information has been provided to satisfy the suspensive element of conditions. Failure to discharge suspensive conditions or comply with the terms of conditions can lead to formal enforcement action.

Certificate of Lawfulness	There is no legal requirement for any party to submit a Certificate of Lawfulness for a proposed use or development, however it is the only way to get formal and legally binding confirmation that the works are lawful, constitute permitted development and/or do not require consent. When considering a Certificate of Lawfulness the Planning Authority can only assess whether the proposal meets the requirements of the applicable planning legislation.
Tree Works Applications	Tree Works applications are required for any works to trees which are subject to a Tree Preservation Order. This application needs to be submitted before any works take place unless there is an established immediate risk to health and safety, in this case a retrospective application should be submitted at the earliest convenience and should contain information as to why these works were carried out prior to an application.
Notification under 172 of the Listed Building and Conservation Areas Scotland Act 1997	Where works are proposed to trees within a conservation area, it is a requirement to give notice to the Planning Authority under section 172 of the Listed Building and Conservation Areas Scotland act 1997. This notification gives the Planning Authority 6 weeks to consider wither there are any objections to the proposed tree works and to raise a Tree Preservation Order on the trees subject of the notice. Once the 6 weeks have expired the works can be carried out even if you have not received a response from the Planning Authority.

Notification of initiation of Development (NID)	A Notification of Initiation of Development (NID) is a mandatory form submitted to the Planning Authority before the commencement of any works. This allows the Planning Authority to ensure that all pre-commencement conditions have been discharged and that the development is beginning withing the statutory timeframes. Failure to submit a NID before works commence is a breach of planning control and can result in the serving of a formal notice.
Notification of Completion of Development	A Notification of Completion of Development is a mandatory form submitted to the Planning Authority upon the completion of a development. This allows the Planning Authority to confirm compliance with all conditions upon the completion of the development. Failure to submit a Notification of Completion of Development is a breach of planning control and can result in the serving of a formal notice.

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CONTACTS

Contact details for reporting a potential breach of planning control	Online Form: https://myaccount.renfrewshire.gov.uk/en/service/Report_a_Suspected_Planning_Breach Written submissions: Development Standards, Chief Executive's Service, Renfrewshire House, Cotton Street, Pasiley, PA1 1JD
Contact details for general inquiries on planning issues	Telephone Development Management on 0300 3000144.
Contact details regarding customer service	Complaints Office, Renfrewshire Council, Renfrewshire House, Cotton Street, PAISLEY PA11WB Email: complaints@renfrewshire.gov.uk
Other useful contacts - enquiries regarding building warrants	Building Standards, Chief Executive's Service, Renfrewshire House, Cotton Street, Paisley, PA11JD. Telephone 0300 3000144 or email bc@refrewshire.gov.uk.

Planning Aid for Scotland	If you need advice about a specific planning issue you can also contact Planning Aid for Scotland which provides a free and independent advice service for individuals and community groups across Scotland. They can be contacted at:- http:/ /www.planning-aid-scotland.org.uk/ or by calling their helpline on 0300 3237602.
Dangerous Buildings	Telephone Building Standards on 0300 3000 144.

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COMPLAINTS PROCEDURE

If you are unhappy about the way we have delivered a service, you can complain in person, by phone, in writing, by email or via our online form at www.renfrewshire.gov.uk. Please tell us your full name and address, as much as you can about the complaint, what has gone wrong, and how you want to resolve the matter.

Our complaints procedure has two stages:

Stage 1
Frontline Resolution

We aim to resolve complaints quickly. This could mean on-the-spot apology and explanation if something has clearly gone wrong and immediate action to resolve the problem.

We will give you our decision at Stage One in five working days or less, unless there are exceptional circumstances.

If we can't resolve your complaint at this stage, we'll explain and tell you what you can do next. We might suggest that you take your complaint to Stage Two.

Stage 2
Investigation

Stage Two deals with two types of complaint; those that have not been resolved at Stage One and those that are complex and need detailed investigation.

When using Stage two we will acknowledge receipt of your complaint within three working days; discuss your complaint with you to understand why you remain dissatisfied and what outcome you are looking for, and give you a full response to the complaint as soon as possible and within 20 working days.

If our investigation will take longer than 20 working days, we will tell you. We'll agree revised time limits with you and keep you updated on progress.

Renfrewshire
Council

Development Standards,
Chief Executive's Service
Renfrewshire Council
Renfrewshire House
Cotton Street, Paisley
PA1 1JD

T: 0300 300 0144

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