



**CUSTOMER SERVICE POLICY**



Registers of Scotland is the Government Department responsible for compiling and maintaining records relating to land, property and other legal documents. Information from these public registers can be obtained through our Customer Service Centres. To contact us you can call in person, write, phone, send a fax or email.

We pride ourselves on providing a high standard of service to all of our customers. We actively seek to improve and streamline wherever possible without additional cost to our customers. Across our wide variety of products, from registers as diverse as the Land Register to the Books of Council and Session, we provide a high quality accurate service. To obtain customer feedback on the level of service received we operate a market research programme. This includes surveys, focus groups, mystery shops and questionnaires.

We have an ongoing commitment to reducing turnaround times for all of our products. Targets for the return of recorded/registered deeds are published in our Annual Report and on our Website.

Our Customer Service Centres are open to members of the public between the hours of 8.30am and 4pm Monday to Friday throughout the year except Christmas and New Year.

Please tell us if:

- you need help in understanding the information that we give;
- you would like the information in a different format, including audio cassette, large print or in Braille.

We can provide language translation and interpretation services.

Customers with hearing difficulties who have textphone equipment can contact us on 0845 607 0168.

The REGISTERS DIRECT service which provides online access to land and property information for account customers, is W3C, Level A compliant.

Our fundamental purpose is to compile and maintain the public registers, accurately, timely, and cost-effectively. We aim to meet our customer needs and to provide, develop, extend, and improve our existing services. Technology is pivotal to Registers of Scotland and we strive to ensure that its use improves our efficiency and effectiveness and that our customers benefit from this investment.

Registers of Scotland is committed to the principles of the Charter Mark programme. Our standards are listed below; performance against these standards is monitored and published.

### **Personal Callers**

One-stop-shop Customer Service Centres are available in Edinburgh and Glasgow to deal with your enquiries. They provide a pleasant and comfortable environment for visitors and customers.

Personal callers to our centres will be greeted immediately and attended to within ten minutes of arrival. All staff will be identifiable by name badges and will also identify themselves in telephone calls and letters.

### **Telephone Answering**

Telephone calls to Registers of Scotland will be answered within ten seconds of connection to the switchboard. Calls to direct enquiry lines will also be answered within ten seconds.

A monitoring system operates to ensure that these targets are continually met.

### **Our Service Promise**

Our key performance targets are published in our Annual Report and on the Website. We have an ongoing commitment to providing a rapid response to your needs. Some of the ancillary turnaround times are:

#### **General Letter Enquiries**

7 working days

#### **Post Registration Enquiries**

7 working days

#### **Copy Deeds**

2 working days

#### **Office Copies of Land Certificates**

5 working days

#### **Extracts from the Books of Council and Session**

6 working days

#### **Pre-Registration Enquiries**

5 working days

#### **Land Register Reports**

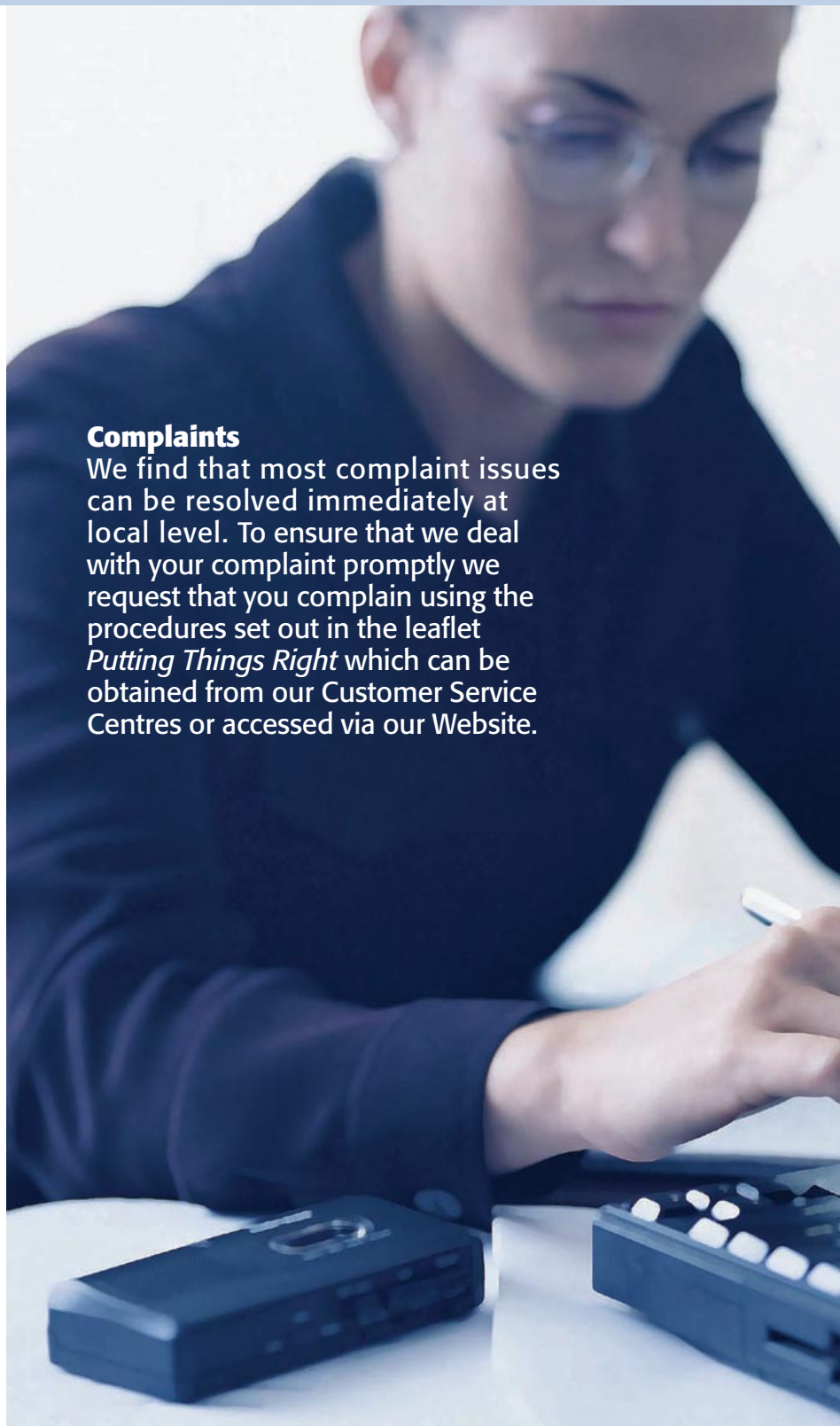
3 working days

#### **Corrections to Land Certificates**

8 working days

### **Complaints**

We find that most complaint issues can be resolved immediately at local level. To ensure that we deal with your complaint promptly we request that you complain using the procedures set out in the leaflet *Putting Things Right* which can be obtained from our Customer Service Centres or accessed via our Website.



Information about the work of Registers of Scotland is available from the Customer Service Centres and our Website at [ros.gov.uk](http://ros.gov.uk).

### **Our Standards**

The Chief Executive, who is the Keeper of Registers of Scotland, publishes an Annual Report and Accounts and makes it widely available.

Key targets and details of performance against these targets are published in the Annual Report and Accounts and displayed on our Website. In addition:

- a range of information leaflets are available free of charge from our Customer Service Centres. All literature can be accessed via our Website;
- articles relating to specific legal aspects of Registers of Scotland work are produced by senior members of our staff for publication in the Journal of the Law Society of Scotland. In addition, this Journal is used to disseminate information on the work of Registers of Scotland and any changes occurring which might affect customers. We also issue regular mailshots to individual groups of customers;
- external seminars and workshops are conducted for the benefit of customers. We also hold roadshows and attend exhibitions throughout Scotland to raise awareness of Registers of Scotland and demonstrate the type of information available;

- we make a point of welcoming visitors interested in gaining a greater understanding of the work of Registers of Scotland and how it functions. Visits can be arranged by contacting the Customer Service Centres;
- we are prepared to make special arrangements for students and other researchers to gather information from our archives.

### **Sources of Information**

- **Website**
- **Information Leaflet**
- **Multi-language Leaflet**
- **Land Ownership Leaflet**
- **Products and Services Leaflets**
- **Registers Updates**
- **Seminars**
- **Exhibitions**
- **Annual Report**
- **Putting Things Right with Complaints Form**

### **Our Standards - Consultation**

We regularly consult existing and potential customers about the services we provide. Reports on the results of consultation will be published and freely available.

We are committed to consulting our customers as widely as possible in order to monitor and to ensure that we respond to customer needs.

Various procedures have been put in place to ensure that this happens:

- a market research programme which includes regular surveys of customers, mystery shops and focus groups;
- the Joint Consultative Committee meets four times a year with representatives of the Law Society;
- regular contact with the Council of Mortgage Lenders and the Royal Institution of Chartered Surveyors in Scotland;
- regular meetings with representatives of the Private Searching firms;
- regular talks/seminars/meetings/workshops are arranged with members of professional organisations;
- regular contact with the public at exhibitions and other events.

### **Working with Other Providers**

Wherever possible we will work with other providers to give a co-ordinated and responsive service to customers.

### **Value for Money**

The Registers of Scotland is subject to scrutiny by various external bodies who have a particular role in ensuring it provides best value for money.

- we are a self-financing organisation committed to meeting expenditure from income and making savings by increasing efficiency wherever possible;
- regular monitoring of our internal functions to ensure compliance with stated aims of improving service delivery and best value for money;
- we are audited annually by external auditors who review procedures and financial arrangements.



Textphone users can contact us on 0845 607 0168.

The Customer Service Centres are open to the public from 8.30am to 4pm Monday to Friday.

Both centres have wheelchair access and hearing loops.

## CONTACT INFORMATION

### **THE MAIN OFFICE OF REGISTERS OF SCOTLAND IS LOCATED IN EDINBURGH AT THE FOLLOWING ADDRESS:**

Registers of Scotland  
Meadowbank House  
153 London Road  
Edinburgh EH8 7AU  
Tel: 0131 659 6111  
Fax: 0131 479 3688  
LP 54, EDINBURGH 5  
DX 555400, EDINBURGH 15  
Email: [keeper@ros.gov.uk](mailto:keeper@ros.gov.uk)  
Textphone: 0845 607 0168  
[ros.gov.uk](http://ros.gov.uk)

### **THERE IS ALSO AN OFFICE IN GLASGOW AT THE FOLLOWING ADDRESS:**

Registers of Scotland  
Hanover House  
24 Douglas Street  
Glasgow G2 7NQ  
Tel: 0141 306 1500  
Fax: 0141 306 1501  
LP70, GLASGOW 5  
DX 501749, GLASGOW 9  
Email: [keeper@ros.gov.uk](mailto:keeper@ros.gov.uk)

Please note that the two offices above are not open to the public.

### **REGISTERS OF SCOTLAND HAS CUSTOMER SERVICE CENTRES IN EDINBURGH AND GLASGOW:**

Customer Service Centre  
Erskine House  
68 Queen Street  
Edinburgh EH2 4NF  
LP 50, EDINBURGH 5  
DX 550905, EDINBURGH 9  
Tel: 0845 607 0161  
Fax: 0131 200 3932  
Email: [customer.services@ros.gov.uk](mailto:customer.services@ros.gov.uk)  
Manager: Jo-anne Smith

Customer Service Centre  
9 George Square  
Glasgow G2 1DY  
LP 12, GLASGOW 5  
DX 501752, GLASGOW 9  
Tel: 0845 607 0164  
Fax: 0141 306 1721  
Email: [customer.services@ros.gov.uk](mailto:customer.services@ros.gov.uk)  
Manager: Carolyn Birrell



CUSTOMER SERVICE EXCELLENCE



INVESTOR IN PEOPLE