

Customer Charter





Introduction

We are responsible for keeping public registers of land, property, and other legal documents in Scotland. This means your ownership rights are clear, secure, and easy to find.

Great service is at the heart of what we do. We aim to provide the best public service in Scotland by 2030.

This charter explains what you can expect from us and how you can help us give you the best service possible.

Who are our customers?

Our customers include members of the public, legal and property professionals such as solicitors and conveyancers, businesses, and anyone who uses our services.

What you can expect from us



We aim to get it right first time: We aim to give you accurate and up-to-date information. Our goal is to get things right first time, if something isn't right, we'll act quickly to put it right and keep you informed throughout the process.



We're here when you need us: Registration times can vary depending on your application. Most land registration cases are finished within 35 working days. Our online guidance is available anytime, and if you need extra help, you can speak to a real person during our core hours.



We communicate clearly and simply: We aim to use plain English in our guidance and communications. If we need to use technical terms, we'll explain them clearly.



We're fair and consistent: We apply our standards the same way for everyone and explain our decisions clearly. You can expect a professional, respectful, and helpful service every time.



We're open and honest: We publish our service standards and performance results. We have a clear complaint process and act on feedback to improve. We share what we learn from complaints and research to make our services better.



How you can support us

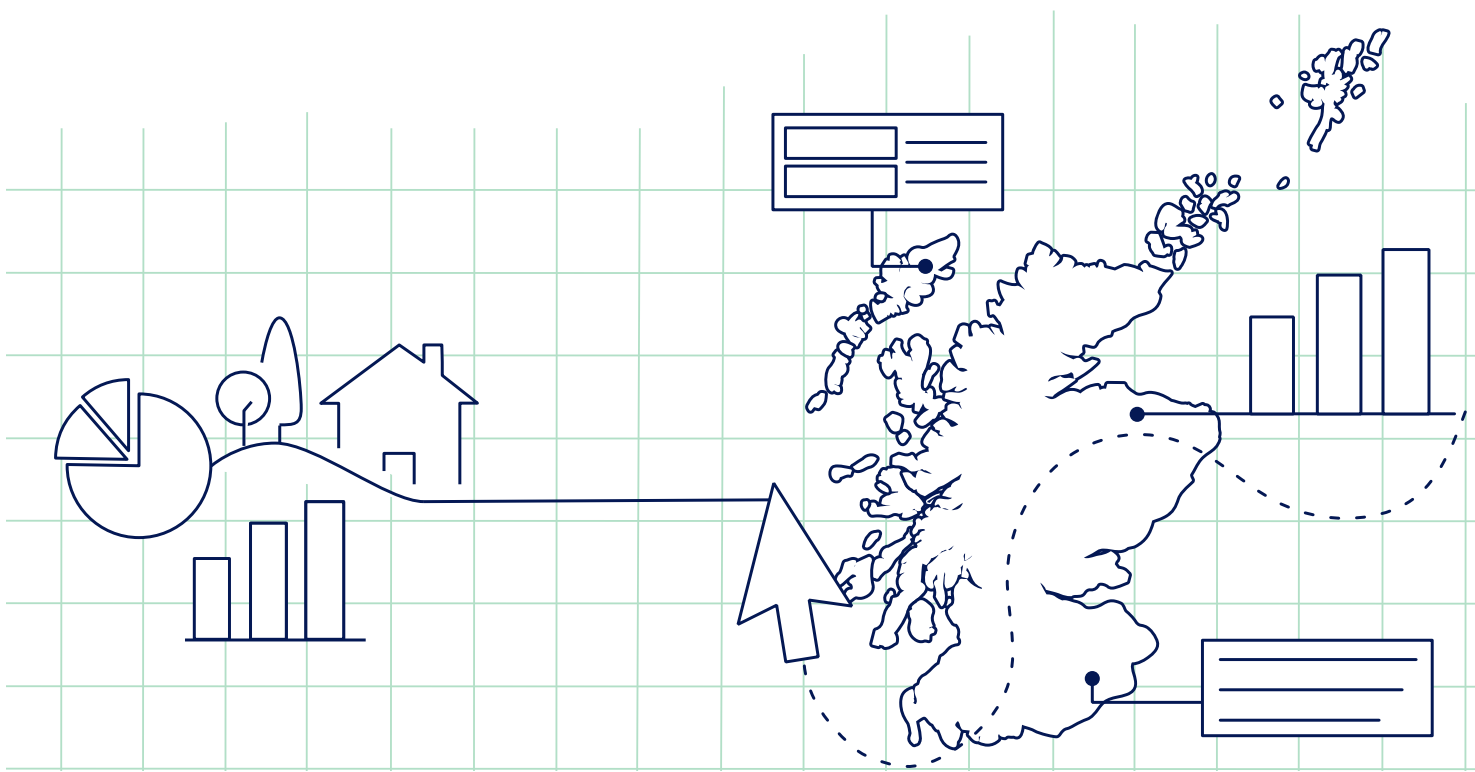
- Please read our guidance and use our online services whenever you can. This helps us deal with your request more quickly.
- Give us accurate and complete information and respond as soon as you're able to if we ask for more details.
- Pay for services promptly to avoid delays.
- Treat our colleagues with courtesy and respect. We have zero tolerance for abusive behaviour.
- Share constructive feedback if we get things wrong, so we can keep improving. You can do this via our [Customer Feedback Page](#).



Extra support

We want our services to be accessible to everyone. Tell us if your circumstances change or if you need extra support.

- Let us know about any specific needs as early as possible.
- Be open about your circumstances so we can give you the right support.
- Feel confident contacting us – our team is here to help.
- Whatever you share with us will be treated with privacy and respect.
- We also offer information in alternative formats and can make reasonable adjustments if you need support.
- Visit our [Extra Support Policy](#) page for details.



Our commitments



Customer satisfaction

We check how happy our customers are with our service using scores from 0 to 100, a higher score means customers are more satisfied.

We share our scores for:

- Legal and property professionals, and businesses
- Members of the public
- Everyone combined

Group	Target
Legal and property professionals, businesses	81.7
Members of the public	80
Everyone combined	81.7-82.7



Customer effort – making things easy

We check how easy it is for you to get what you need from us. Scores range from 0 to 10, a lower score means it was easier for you to get what you needed.

Group	Target
Legal and property professionals, businesses	3.4 or less
Members of the public	4.0 or less
Everyone combined	3.7 or less



Calls answered

We aim to answer as many of your calls as we can and keep waiting times low. Our target is:

Target

To answer 95% of all calls



How fast we answer your calls

We measure how quickly we answer your calls. Our target is:

Target

80% of calls answered in 20 seconds or less



Right first time

We check how often we solve your enquiry correctly the first time, without you needing to follow up.

Our target rate is 70%, aligning with industry standards for complex legal queries.

Group	Target
Legal and property professionals, businesses	70%
Members of the public	70%
Everyone combined	70%



Registration casework turnaround times

We keep track of how long it takes to complete land registration applications from start to finish. The time required depends on the type and complexity of the case. Most applications are despatched within 35 working days, but more complex cases may take longer.

Performance Indicator	Aim
Dealing of the Whole	90%
First Registration	80%
Transfer of Part	75%



Customer service turnaround times

We measure how quickly we give you a full response when you raise an enquiry with our Customer Services team.

Target
90% of customer service cases resolved in 5 days



Complaints turnaround times

We check how long it takes to give you a full response after your complaint is accepted.

Target
Full response within 20 working days



Registration fees – what it costs for land and property registration

We publish the fees for land and property registration here: [Registration Fees](#)



Commercial fees – what it costs for searches and extracts

We publish the fees for searches and extracts from our registers here: [Service Fees](#)



Tracking how we're doing

We will share how we're doing against these promises twice a year in Spring and Autumn. We want to be open about our progress and share what we're learning.

Target

Twice a year



Keeping our Customer Charter up to date

We will review and update this charter every year to make sure our promises, and measures are correct.

Target

Annual review



What if we don't meet our commitments?

We aim to provide a high standard of service, but sometimes we may not get things right. If you're unhappy or think we could do better, you can tell us using our [feedback form](#) or [complaints process](#).

We're open about how we're performing and use feedback to improve our services. As a public organisation, we're accountable to the Scottish Parliament and, ultimately, to the people of Scotland.