

Licensing Team Customer Charter

Providing excellent customer services is one of our key priorities. In order to achieve this we will always:

- Be polite, friendly and offer a helpful service
- Take the time to listen and explain things
- Provide accurate information and advice, in a clear and straightforward way
- Deal with enquiries immediately, but if this is not possible, tell you who we have passed your enquiry to and give you their contact details
- Keep you informed of progress with our investigations
- Treat you fairly and with respect

Customer Pledge

We aim to provide every customer with a quality service and will seek feedback from you to help further improve the quality of the services we provide. A manager will contact you personally if you are unhappy with the service received.

In addition, we have introduced the following standards against which we will monitor the responsiveness of our service, namely:

Service Standard	Target / Response Times	Renewal after application is complete
Premises Licence	28 working days	N/A
Personal Licence	10 working days	N/A
Temporary Event Notice	Notice signed and acknowledged with 1 working day	
Club Premises Certificate	28 working days	N/A
Gambling Premises	28 working days	N/A
Gambling Permits	10 working days	N/A
Occasional and Temporary Event Notices	10 working days	N/A
Small Society Lotteries	10 working days	N/A

Hackney Carriage Drivers	2 working day after full application completed	2 working days
Hackney Carriage Vehicle	2 working days after full application completed	2 working days
Private Hire Drivers	2 workings after full application completed	2 working days
Private Hire Vehicles	2 working days after full application completed	2 working days
Private Hire Operators	2 working days after full application completed	2 working days
Pet Shops	28 working days	10 working days
Animal Boarding Establishments	40 working days	10 working days
Dog Breeding Establishments	40 working days	10 working days
Riding Establishments	40 working days	10 working days
Zoo's	40 working days	10 working days
Dangerous Wild Animals	40 working days	10 working days
Sex Shops	28 days	10 working days
Street Trading	28 days	10 working days
Ear Piercing, Electrolysis, Tattooing and Acupuncture	10 working days	N/A
Hairdressers and Barbers	10 working days	N/A
Scrap Metal Dealers	28 days	10 working days every 3 years
Motor Salvage Operators	28 days	N/A
Street Collections	10 working days	N/A
House to House Collections	10 working days	N/A