

Registration Services

Service Standards

2010



We will:

- ✓ Deal with every enquiry in a helpful and efficient manner
- ✓ Provide equal opportunity to access the services we deliver
- ✓ Register all births, deaths, marriages and civil partnerships at the appropriate registration office
- ✓ Deal with 98% of customer enquiries within 10 minutes of arriving
- ✓ Provide advice and assistance to anyone requiring information on the registration of births, deaths, marriages and civil partnerships
- ✓ Issue an extract of an entry held in a statutory register which is available to the service, within 24 hours on receipt of the appropriate fee
- ✓ Register a civil partnership at any of our Registration Offices
- ✓ Conduct civil marriages and civil partnership ceremonies within Bathgate and Livingston Registration Offices and in approved venues
- ✓ Conduct Citizenship Ceremonies within the statutory period of 3 months from receipt of the certificates from the Home Office
- ✓ Acknowledge receipt of all correspondence or email within one working day and answer all enquiries within 5 days
- ✓ Display all fees in a prominent place in all our offices and advise customers of any fees that may apply before the service they request is provided
- ✓ Consult with our customers to ensure we meet their needs and strive for continuous improvement
- ✓ Appointments will be taken at Bathgate and Livingston Registration Office for a civil marriage or civil partnership ceremony which is to be conducted in an approved venue

West Lothian Council delivers

