



## Registration Services Service Standards

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### **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 Registration Office for a civil marriage or civil partnership ceremony which is to be conducted in an approved venue