

DEVON REGISTRATION SERVICE

CUSTOMER CHARTER

Devon County Council has the statutory responsibility to provide the Registration Service in its area in conjunction with the Registrar General for England and Wales. Plymouth and Torbay Councils are unitary authorities and have that statutory responsibility in their areas.

The primary objectives of the Service are accurate and timely:

- registrations of births, still-births, deaths, marriages and civil partnerships
- notice taking, conduct and registration of civil marriages
- notice taking and registration of civil partnerships.

The Service is also responsible for:

- the safe and secure custody of records and registers
- issuing copy certificates of births, deaths, marriages and civil partnerships
- provision of the following additional services:
 - ❖ Facilitating the registration of buildings for worship and marriages (statutory)
 - ❖ Approving premises under the Marriages and Civil Partnerships (Approved Premises) Regulations 2005 (statutory)
 - ❖ Group and individual or family citizenship ceremonies (statutory)
 - ❖ Civil Partnership ceremonies (non-statutory)
 - ❖ Naming, Commitment and Renewal of Vows Ceremonies (non-statutory)
 - ❖ Nationality Checking Service for prospective applicants for British citizenship (non-statutory)

This charter sets out our aims in accordance with the relevant Devon County Council corporate standards and commitment to customer service and the Code of Practice and Good Practice Guide laid down by the Registrar General for England and Wales.

Our aims are to:

- ❖ serve you with courtesy and efficiency
- ❖ provide services and information appropriate to your requirements
- ❖ make our facilities and services as accessible and available as possible for everyone
- ❖ publicise our opening hours at every Registration Office and on the Devon County Council website
- ❖ display in our Registration Offices and other establishments leaflets describing the range of registration services and this Customer Charter
- ❖ provide information as required and where possible answer enquiries made in person or by telephone immediately and any made by post or on-line within 3 working days
- ❖ maintain regularly-updated web pages on the Devon County Council website at www.devon.gov.uk/people including this Customer Charter