

# Designations service standards

## Our overall aim

- To provide a high quality, transparent and professional service within defined timescales

## Responding to enquiries

- We aim to respond to standard phone and email queries within 3 working days

## Responding to individual designation applications

- We aim to complete individual standard **listing and scheduling applications** within **6 months**
- We aim to complete individual standard **gardens and designed landscapes and battlefield applications** within **8 months**

Some cases may take longer depending on the scale, type of site or structure or the circumstances of the case. We will tell you if this is the case. We may also sometimes need to prioritise urgent cases and we'll let you know if this will affect your case.

Please contact us directly for guidance about timescales for historic marine protected areas applications.

## Projects timescales

We also work on projects where we look at larger sites, areas or structure types across the country. These can be carried out in partnership with others or by ourselves. We set separate timescales for each project depending on our stakeholders needs, the scale of the project and our priorities. You can see our current [projects](#) on our website. Most projects are completed within a year. Please contact us in advance about potential projects.

## Feedback

We welcome feedback about our service.

Please let us know what you think by email at: [designations@hes.scot](mailto:designations@hes.scot)

You can also phone us on: 0131 668 8716

Or write to us at:

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