



HISTORIC  
ENVIRONMENT  
SCOTLAND

ÀRAINNEACHD  
EACHDRAIDHEIL  
ALBA

## SERVICE STANDARDS

These Service Standards set out our aspirations to provide a high standard of service.



### GETTING IN TOUCH

There are lots of ways to get in touch and when you do our staff will be welcoming, polite and knowledgeable.



#### When you visit us

##### Head Offices

Our head offices are open as follows:

- Longmore House, Salisbury Place: Monday to Friday, 9am to 5pm
- John Sinclair House, Bernard Terrace: Monday to Friday, 9am to 5.30pm

Phone: 0131 668 8600

Both offices are located in the Newington area of Edinburgh and are conveniently served by a number of bus routes. Secure bicycle storage is available at both head offices. Limited parking is available to reserve in advance for visitors to the rear of each building.

Visitors to our head offices will be welcomed at our reception area where you will be asked to sign in. You will then be issued with a visitors' badge and be seen promptly.

##### Historic Environment Scotland Archive Search Room

The Archive Search Room at John Sinclair House is open Tuesday to Friday, 9.30am to 5pm. For more information visit our [Canmore Website](#)

Phone: 0131 662 1456

Our head offices and Search Room are closed on Good Friday, Easter Monday, the St Andrew's Day Holiday, Christmas Day, Boxing Day, 1 and 2 January.

## Monuments in our Care

Opening times for the monuments in our care vary. You can find more information, including opening hours on the [Visit a Place section](#) on our website.

From time to time, we may need to close or restrict access to a monument or the archive. This could be due to adverse weather, damage or planned conservation works. Before you travel, please check our website for [unexpected closures page](#).



## Accessibility

We do everything we can to make our services available to everyone. We are committed to ensuring our key corporate publications are accessible. Please let us know about any requirements you have in advance and we will do our best to help. We also publish a visitor [Access Guide](#) to the monuments in our care.

Through our websites we aim to comply with W3C Web Accessibility Initiative double AA standards wherever possible. More information can be found on [our website](#).



## When you call us

Reception staff at our head offices will answer all phone calls within **6 rings** and give the name of the organisation. Answering machines in reception will only be used outside our normal office hours, on public holidays or in case of emergency.

Incoming calls on direct lines to our main offices and monuments in our care will also normally be answered within **6 rings**.

Sometimes we may need to transfer you to someone better able to help. If we do this, we will also tell you the number to call in case your call becomes disconnected.

If no-one is available to take your call, we will return all telephone calls, voice-mail or answerphone messages **by the end of the next working day**, unless we have told you otherwise.



## When you write to us

We will reply to all general postal and email enquiries which call for a response within **10 working days**. If we need more time, we will send you an acknowledgement and let you know when to expect a full response.

Services such as listing, scheduling and their associated consents have their own response times. More details can be found on [our website](#). Our grant schemes also have their own response times, which can be found on our [our website](#).

We will make sure our responses are clear and easy to understand without any jargon.



## When you ask for information

The Freedom of Information (Scotland) Act and Environmental Information Regulations gives you the right to get information from public bodies. When you ask for recorded information from us we will respond to your request within **20 working days** in line with the timescales set out in the Act. More information can be found on our [freedom of information pages](#), by emailing [foi@hes.scot](mailto:foi@hes.scot) or by writing to us.

You can also find lots of information about our plans and services through [our website](#) or by phoning, writing or calling in at our head offices.



## When you trust us with your data

We take all necessary steps to make sure that your personal data is kept secure at all times. We will keep personal data only for as long as it is needed for its original purpose unless there is a legal requirement to keep it longer.

You can access the information we hold about you and we will respond to your request within **28 calendar days**. You can find out how to access the information we hold about you by emailing [dataprotection@hes.scot](mailto:dataprotection@hes.scot) or writing to the Data Protection Officer at Longmore House.



## Telling us what you think

Your views are important to help us improve our services. We routinely engage with our customers and partners through day-to-day contact, meetings, customer surveys and more formal consultations.

If things go wrong and you need to make a complaint, details of how you can do so can be found on [our website](#). We aim to solve problems promptly and will respond within **5 working days** or up to **20 working days** in more complex cases. If you are unhappy with our response, you can complain to the [Scottish Public Services Ombudsman](#), an independent and free service.



## Improving our standards

We are committed to providing effective and efficient services. We review our achievements each year and these are reported in our *Annual Report and Accounts*.

Every two years we undertake a survey to gain feedback on our performance. We use this feedback to continuously improve the quality of our services.