

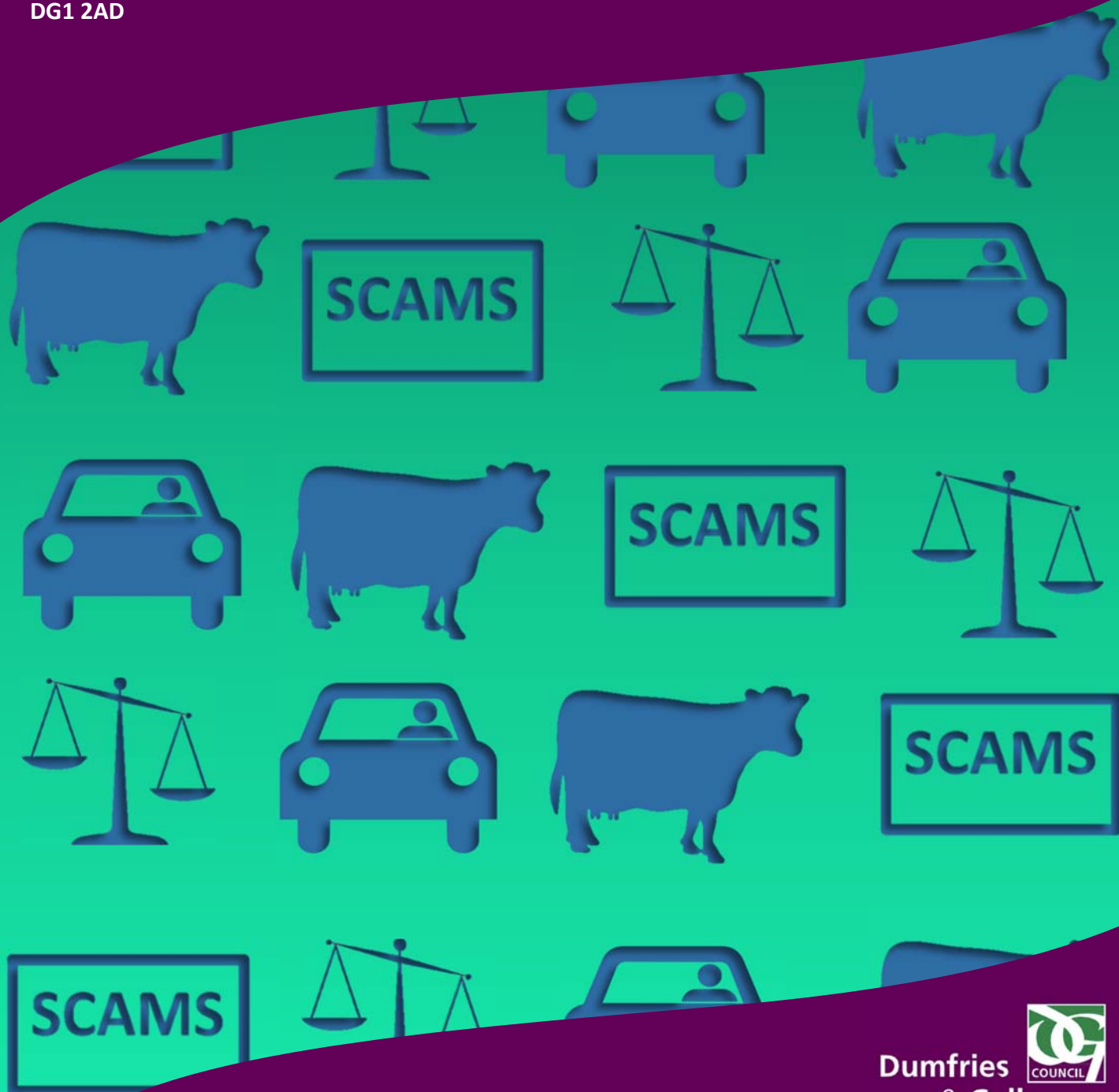
# Trading Standards Customer Charter July 2018

Dumfries and Galloway council

Municipal Chambers

Buccleuch Street, Dumfries

DG1 2AD



## TRADING STANDARDS CUSTOMER CHARTER

Dumfries & Galloway Council's Trading Standards service aims to offer high quality, value for money services in line with the needs of our customers. This document sets out the standards and the quality of service customers can expect from Dumfries & Galloway Trading Standards.

## WHO WE ARE AND WHAT WE DO

We form part of the Council's Planning and Regulatory Services, along with Planning, Building Standards and Environmental Health, within the Economy, Environment and Infrastructure Department.

Trading Standards ensures a fair and safe trading environment in Dumfries & Galloway and protects the interests of consumers and businesses.

We enforce a wide range of civil and criminal legislation, and provide advice to businesses operating throughout Dumfries & Galloway.

Trading Standards focuses on two main areas:

1. Consumer Protection:
  - Providing advice and information to consumers on fair trading and consumer rights.
  - Preventing the use of inaccurate weighing and measuring equipment by businesses.
  - Preventing the sale of age-restricted goods, including cigarettes and fireworks to underage individuals.
  - Preventing the misleading pricing of goods and goods being displayed without prices.
  - Preventing traders selling illicit goods, including clothing, tobacco and perfume.
  - Preventing the sale of unsafe goods, including toys, cosmetics, furniture, and electrical appliances.
  - Preventing the sale of goods and services, which are misleading such as false car mileage.
  - Licensing and registration of premises storing fireworks and petrol.
  - Preventing doorstep crime.
  - Preventing vulnerable consumers being scammed.
  - Providing a Trusted Trader Scheme to support local business and consumers



## 2. Animal Health and Welfare:

- Providing advice and information to farmers, market operators and livestock hauliers on legal requirements.
- Preventing the spread of disease and ensuring high levels of biosecurity.
- Ensuring traceability of farmed animals to protect the food chain.
- Responding to confirmed incidents of unnecessary suffering of farmed animals.
- Ensuring that animal by-products are disposed of safely and legally.
- Licensing of animal establishments.

### OUR CUSTOMER CARE STANDARDS

When you contact Trading Standards we will:

- Listen to your enquiry and inform you whether we are able to deal with your request for advice or assistance
- If the complaint is of a criminal nature, we will investigate; if it is of a civil nature, it will be referred to Citizens Advice Consumer Services for civil advice.
- Acknowledge receipt of all complaints and requests for service and where possible name the officer dealing with the matter.
- Be open and honest with you.
- We will keep you informed on the progress of your enquiry.
- If we cannot deal with your enquiry, we will direct you to the most appropriate person.

### OUR SERVICE STANDARDS

- We will respond to consumer requests within 5 working days or direct you to Citizens Advice Consumer Services.
- We will respond to business requests within 5 working days.
- We will carry out risk assessed programmed inspections in line with our team plan.
- We will investigate criminal breaches, and where in our opinion in the public interest, we will report these to the Procurator Fiscal.
- We will issue all new licence applications within 28 days and all renewals of licences within 14 days.



## PRIVACY AND CONFIDENTIALITY

- We will treat all personal information about you in confidence and in accordance with the Data Protection Act 2018.

## COMPLIMENTS, COMMENTS AND COMPLAINTS

If you wish to compliment, comment or complain about a service you have received from Trading Standards please contact the service Manager in the first instance.

- If you still think we have failed to deliver our service in accordance with this charter then you can make a formal complaint to, Email : [complaints@dumgal.gov.uk](mailto:complaints@dumgal.gov.uk)
- Call 030 33 33 3000
- Write to Freepost RTHK-RAGT-KTHT, Information Management and Complaints Unit, 118 English Street, Dumfries DG1 2DE

## CONTACT US:

[tradingstandards@dumgal.gov.uk](mailto:tradingstandards@dumgal.gov.uk)

Tel: 030 33 33 3000

Trading Standards, Dumfries & Galloway Council, Municipal Chambers, Buccleuch Street, Dumfries, DG1 2AD.

