

TRADING STANDARDS SERVICE



Inspections

Introduction

The Trading Standards Service of Perth and Kinross Council is provided by Environment Services through its Consumer Protection Division.

Trading Standards carry out a wide range of statutory duties in the sphere of consumer protection.

The legislation enforced is aimed at protecting consumers and ensuring a fair and equal trading environment in which responsible businesses can succeed.

This leaflet outlines what you can expect when your business premises is inspected by a Trading Standards Officer.

Trading Standards Inspections

Trading Standards Officers have the right to enter and inspect trade premises at all reasonable hours. They do not have to make an appointment and usually arrive without advance notice. They carry out routine inspections, however they may also visit as a result of a complaint or in the course of an investigation. The frequency of routine inspections depends on various factors, such as type of business and previous history.

Officers will inspect your business for compliance with trading laws. They will discuss any problems with you and advise on problem solutions.

The Officers also have powers to seize goods and records or take copies as the case may be.

They also have the right to purchase or sample goods etc.

Enforcement

The Trading Standards Service has an enforcement policy based on the government's Enforcement Concordat, which sets out what businesses can expect from Officers.

- ◆ Advice from Officers will be put clearly and simply and will be confirmed in writing, on request, explaining why remedial action is necessary and over what timescale.
- ◆ Where immediate action is considered necessary, an explanation of why such action is required will be given at the time and confirmed in writing.
- ◆ Before formal action is taken, Officers will provide an opportunity to discuss the circumstances of the case and, where possible, resolve any points of difference.

Service Standards

- ◆ Annual Planned Inspection of Trade Premises:

High Risk Visits (annually) – 100% of planned visits achieved by due date.

Medium Risk Visits (2 yearly) – 65% of planned visits achieved by due date.

Low Risk Visits (5 yearly) – 80% of planned visits achieved by due date.

- ◆ All staff will respond to traders in a courteous, helpful and professional manner and produce identification when requested to do so.
- ◆ Where necessary give the reason, in writing, for any action you are asked to take; Within 10 working days – 100%

Suggestions or Complaints

If you have any suggestions on how we can improve the service we provide or wish to complain about the way your inspection was handled, please contact Sandy Nicoll, Trading Standards Manager on 01738 476480 or write to him at:

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