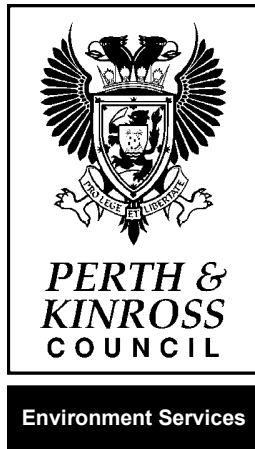


TRADING STANDARDS SERVICE



Consumer Advice & Complaints

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 the service we offer in relation to consumer advice / complaints and, the standards by which we operate.

Information & Advice

Ensuring that consumers are aware of their rights is an important part of our job.

We will attempt to give you enough information and advice to enable you to take the appropriate action. In addition we have a wide range of advisory leaflets to assist in the resolution of consumer problems free of charge.

Complaints

The Trading Standards service only provides information and advice on civil law complaints, however we will fully investigate any breaches of the criminal legislation which is our duty to enforce.

Our Objectives

- ◆ To promote the concept of “Fair Trading”.
- ◆ To enforce the duties delegated to the service covering the areas of safety, quality, quantity and fair-trading.
- ◆ To provide consumers with advice on their civil law rights under Sale of Goods legislation.
- ◆ To investigate and, if necessary, take the requisite enforcement action in respect of alleged breaches of the criminal legislation we enforce.
- ◆ To provide the best possible service to our customers we are committed to achieving the Performance Standards set out in this leaflet.

Service Standards

◆ Complaints & Enquiries:

Response within 3 working days – 100%
Completed within 14 working days – 75%
Completed within 30 working days – 90%

- ◆ All staff will respond to customers in a courteous, helpful and positive manner and will make their identity known to the customer.
- ◆ Ensure that where the service is not authorised to deal with an enquiry we will endeavour to direct the customer to the correct agency.
- ◆ Ensure that customers are clearly advised, if in our opinion, no action is possible by anyone.
- ◆ If a home visit is required arrange a suitable appointment:

Within 10 working days – 100%
By requested date – 90%

Where your complaint or enquiry is not completed within 30 days we will keep you informed every 30 days thereafter until your complaint or enquiry is completed.

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 enquiry was handled, please contact Sandy Nicoll, Trading Standards Manager on 01738 476480 or write to him at:

Environment Services
Perth and Kinross Council
Pullar House
35 Kinnoull Street
PERTH
PH1 5GD