

TRADING STANDARDS SERVICE



Business Advice

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 business advice and, the standards by which we operate.

How We Can Assist Traders

The Trading Standards service is happy to provide traders with free advice about all aspects of consumer law, your obligations to your customers and your rights as a provider of goods and for services.

Advice can be given about the content of advertisements, labelling of products, how to show discounted or reduced prices, the storage of petroleum products, poisons, fireworks etc, interpretation of new consumer law, or advice about existing legislation.

If you are considering setting up in business for the first time or perhaps expanding into a new business, we will be happy to give you advice and assistance.

In relation to weighing and measuring equipment we can provide a testing and certification service to National Standards.

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 promote the concept of uniformity of enforcement by providing an impartial advice service to traders.
- ◆ To ensure that where the service is not authorised to deal with an enquiry direct the customer to the correct agency.
- ◆ To provide the best possible service to our customers we are committed to achieving the Performance Standards set out in this leaflet.

Service Standards

- ◆ Business Advice Service:
 - Response within 3 working days – 100%
 - Completed within 5 working days – 90%
 - Completed within 30 working days – 100%
- ◆ All staff will respond to customers in a courteous, helpful and positive manner and will make their identity known to the customer.
- ◆ If a visit to your premises is requested, arrange a suitable appointment:
 - by quoted date – 100%
 - by requested date – 95%
- ◆ Where staff training is requested arrange a suitable date:
 - by requested date – 100%
- ◆ If your enquiry is outside our remit advise of other possible sources of assistance.
- ◆ Keep you informed every 30 days if your enquiry is protracted, i.e. referred to national legal panel.

- ◆ Equipment Certification:-

By quoted date – 100%

By requested date – 95%

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:

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