

# Service Standards

## Trading Standards & Consumer Protection

Trading Standards & Consumer Protection investigate complaints about illegal trading practices under trading standards law. We also respond to enquiries and requests for information or assistance from both traders and members of the public on a wide range of trading standards issues.

### **We aim to:**

- Respond to service requests relating to dangerous goods within 3 working days of receipt by contacting the complainant. If appropriate we will investigate and/or test dangerous goods within 10 working days from our initial response.
- Respond to requests for trade advice within 7 working days. We will arrange a meeting or send written information within a further 7 working days.
- Respond to complaints that require a criminal investigation within 7 working days of receipt. An Investigating Officer will contact the complainant.
- Respond to trader requests for certification of accuracy and verification of weights & measures equipment within:
  - 24 hours for telephone requests
  - 2 working days for email requests
  - 5 working days for letter requests

Appointments will be made within 10 working days of our response or a later date if specified by the client.

- Achieve at least 80% customer satisfaction from our annual survey.