

Statement of Aim

The Trading Standards Service aims to ensure a fair and safe trading environment for all who live, shop or have a business in the borough. We work with our partners to create confident consumers and support better businesses.

When you contact us in relation to an enquiry or complaint we will:

- have an officer available to give business advice between the hours of 9am to 5pm on Monday, Wednesday and Friday, and 9am to 1pm on Tuesday and Thursday. We will also provide consumer advice to residents in person or by letter during these times
- redirect you to Consumer Direct, a government funded advice service which provides telephone and on-line consumer advice service for residents. Opening hours are 8am to 6.30pm, Monday to Friday, and 9am to 1pm on Saturday. Any complaints that require further investigation are referred to this service for further action
- tell you when we are able to deal with your request for advice or assistance. If we are not able to help you, we will explain why
- send you relevant information and leaflets
- in cases where we are able to deal with your request for advice or assistance, ensure that within five working days, you know the name of the officer who will be dealing with your enquiry
- in cases where you have contacted us by email either answer the enquiry in full within one working day, or provide a date for a further response, which should be within ten working days
- in cases where you have contacted us by letter give you a full reply within ten working days
- keep you regularly informed of the progress of your enquiry by contacting you at periods not exceeding 40 working days

We will achieve this aim by:

- investigating consumer complaints
- tackling rogue traders and trading practices
- carrying out projects prioritising issues of local concern
- carrying out test purchases to reduce the supply of age restricted products to children, particularly alcohol, cigarettes, fireworks and knives
- carrying out risk-based inspections and provide advice to local businesses
- supporting Consumer Direct in providing consumer advice to residents
- providing consumer education
- publishing a quarterly trading standards newsletter
- working with the Islington Business Partnership to support local businesses

When we visit your home or business we will:

- show you our council identification and authorisation
- make an appointment whenever appropriate
- clearly explain the task we have come to do
- let you know what follow up action you can expect from us
- clarify any complex advice or action in writing within ten working days of our visit



Whenever we come into contact with you we will:

- be polite and helpful
- respect your right to confidentiality
- answer the telephone in a friendly and efficient manner within six rings
- comply with the council's Dignity For All policy
- arrange interpretation, translation or signing where necessary
- always try to direct you to the most appropriate person and if they are not immediately available, pass your details onto them
- welcome complaints and comments about the Service

If we take enforcement action we will:

- ensure that our letters explain what action is required, why it is necessary and clearly distinguish between legal requirements and good practice
- provide you with an opportunity to discuss the matter with an officer before formal enforcement action is taken, unless immediate action is required
- provide an explanation of why immediate action is required at the time and confirm in writing within ten working days of our enforcement visit
- ensure that you have written information when you have a right of appeal against formal enforcement action

Help us to help you

- please be honest with us, and try to give us all the information we request. We will only ask for relevant information
- please keep appointments
- please take prompt action when requested to do so
- please respond to customer questionnaires that we send

Contact

Consumer Direct (for consumer advice)

Tel: 08454 04 05 06

Minicom users 08451 28 13 84

Web: www.consumerdirect.gov.uk

Use this website to make an online request for advice, complain about a trader or find out about your consumer rights.

Trading Standards (for business advice)

Tel: 020 7527 3198

Fax: 020 7527 3038

Email: trading.standards@islington.gov.uk

Web: www.islington.gov.uk

Islington Business Partnership

Tel: 020 7527 3185

Fax 020 7527 3038

Email: businesspartnership@islington.gov.uk

Trading Standards Service

Public Protection Division

Islington Council

159 Upper Street

London N1 1RE

Any complaints or comments about the service should in the first instance be made to the Trading Standards Service Manager using the above address.

Islington Council has signed up to good enforcement principles as set down by the Government's Enforcement Concordat. Our policy on enforcement tells you what you can expect and requires that our officers act in an equitable, practical and consistent way.



CUSTOMER SERVICE EXCELLENCE