

The West Yorkshire Trading Standards Service' pledge to the consumers of West Yorkshire

West Yorkshire Trading Standards Service is provided by a Joint Committee of the Metropolitan Districts of Bradford, Calderdale, Kirklees, Leeds and Wakefield.

WHO WE ARE AND WHAT WE DO

Trading Standards enforce consumer laws that encourage fair, safe and honest trading. Our primary aim is:

“To ensure a fair deal in the market place for buyer and seller alike”

The Service:

- Carries out inspections at retail premises, including small shops, markets, public houses, supermarkets and petrol outlets
- Makes visits to food and non-food manufacturers, packers, importers and cash and carry warehouses
- Receives complaints and enquiries from members of the public relating to both civil and criminal matters via Consumer Direct on 08454 04 05 06
- Analyses samples of food, from food premises in the County
- Checks goods vehicles to ensure they are not overloaded and consequently unsafe
- Ensures unsafe items are kept out of the market place
- Works to combat deception and fraud
- Provides free consumer rights education to enable consumers to deal effectively with their own complaints

SERVICE DELIVERY PLAN

Each year we produce a Service Delivery Plan that details how the Service will be managed, the strategic aspirations of its management team and how our priorities will be met. The Service Delivery Plan can be viewed on our website from where it can be downloaded.

OUR PLEDGE

- We will seek to maintain regular consultations with West Yorkshire consumers either individually or through representative bodies
- The views of consumers will be considered in policy planning
- We acknowledge and recognise the legitimate interests of consumers and will aim to ensure that consumers are aware of the duties and responsibilities of the Service

- 90% of telephone calls to the Trading Standards reception switchboard on 0113 253 0241 will be answered within 30 seconds
- 95% of calls to Consumer Direct the 'Consumer Helpline' on 08454 040506 will be answered within 30 seconds
- The Consumer Helpline will be available six days a week, 8.00 – 18.30, Monday to Friday and 9.00 – 13.00 on Saturdays
- Other telephone lines will be open from 9.00 to 17.00 Monday to Friday (except statutory holidays)
- If the Officer you require is not available, voice mail will be in operation. An Officer will contact you when he or she returns
- All letters or written enquiries will be acknowledged or answered within 10 working days
- Requests for copies of leaflets or guidance notes giving advice will be met within 5 working days
- When complaints are accepted for investigation, the complainant will be kept informed as to progress on a regular basis
- We will inspect 100% of high risk food premises including supermarkets annually
- Every time we receive a complaint about the illegal sale of age restricted products we will undertake a test purchase

The above standards are reviewed annually. If you believe that other standards should be measured or the existing ones are not rigorous enough then please let us know.

HELPFULNESS

- Our staff will act in a fair and courteous manner in all dealings with members of the public
- Officers will identify themselves by name, except where to do so may prejudice the safety or interests of staff
- Officers will wear an identification badge when on official business
- We will treat all personal information about you in confidence. It will only be passed on with your agreement or where legally necessary

APPOINTMENTS

If you wish to see an advisor at our office, a prior appointment can be made by calling the switchboard on 0113 253 0241. Calls to Consumer Direct the 'Consumer Helpline', on 08454 040506 will go into a queuing system where you will be answered in turn. If you wish to make a complaint or require advice you must call Consumer Direct, not the switchboard.

ENFORCEMENT CONCORDAT

As a signatory of the Government's 'Enforcement Concordat' we will take into account the views of businesses, consumers and other relevant interested parties when setting standards. We will provide clear information about the services provided and offer a simple and accessible complaints procedure for dissatisfied customers.

PERFORMANCE AGAINST STANDARDS

We will publish annually how we have performed against local and national targets. We will also publish how much our Service has cost.

COMPLAINTS AGAINST THE SERVICE

Any concerns about the standard, lack of action or inefficiency in carrying out regulatory or advisory duties should be made to:

Graham Hebblethwaite
Chief Trading Standards Officer
FREEPOST NEA 10185
Morley, Leeds
LS27 8YY

Tel: 0113 253 0241

E Mail: info@wyjs.org.uk

Fax: 0113 253 0311

Or by using the form on our Internet site at www.wyjs.org.uk

The Chief Officer, or in his absence his nominated deputy, will acknowledge receipt of written complaints, thoroughly investigate the matter and send a formal response as soon as is practicable.

If you remain dissatisfied please contact your local Councillor.

Any complainant who is still dissatisfied will be advised of the procedure to contact the Local Government Ombudsman.

FEEDBACK/FURTHER INFORMATION

We welcome feedback on this and all other documents we produce and also on any of our policies, practices and standards. As far as it is reasonable to do, we will meet the needs of our stakeholders, whether they are consumers or businesses

All enquiries should be directed to:

West Yorkshire Trading Standards Service
FREEPOST 10185
Morley
Leeds
LS27 8YY

Tel:	0113 253 0241
E Mail:	info@wyjs.org.uk
Fax:	0113 253 0311
Consumer Direct: (helpline)	08454 040506

As part of our commitment to e-government this booklet is available to view, download or order on our website at www.wyjs.org.uk. The website also contains information about the Joint Services, further details about the services we offer and how to let us know your views

STRATEGIC PRIORITIES

West Yorkshire Trading Standards Service is provided by, and provides services for, the Metropolitan Districts of Bradford, Calderdale, Kirklees, Leeds and Wakefield.

In order to meet the Districts' needs, consultation has taken place to identify their key strategic aims. Whilst each of them has its own unique set of priorities, it is still possible to group these aims together in six broad areas, namely:

- Supporting a Vibrant Economy
- Lifelong Learning
- Environment and Quality of Life
- Social Inclusion and Supporting the Vulnerable
- Community Safety
- Health

As far as possible, our work will be in line with these priorities.

EQUAL OPPORTUNITIES

We will either translate any documents or arrange a translator if you need one. Please contact the telephone number over the page. Our organisation has a firm commitment to ensuring full and equal access to all the services we provide.

TRADING STANDARDS AT A GLANCE:

Fair Trading

- Milometer readings, descriptions of cars/holidays/services
- Counterfeit products
- Credit advice
- Motor Trade Partnership

Food

- Retail inspection
- Food composition /nutritional information
- Labelling/descriptions
- Analysis

Weights and Measures

- Weighing and measuring equipment including petrol pumps
- Check weighing pre-packed goods

Safety

- Enforcement of British and European safety legislation
- Sales of alcohol, cigarettes, fireworks and solvents to minors
- Proof of Age Scheme

Training and Advice

- Business advice and guidance
- Consumer Helpline
- Tailor made training

YOUR RIGHTS AT A GLANCE

Goods must be:

- Of satisfactory quality
- Correctly described
- Fit for any particular purpose

Services must be provided:

- With reasonable skill and care
- Within a reasonable time

COMPLAINING AT A GLANCE

- Have it clear in your mind what the problem is and what reasonable remedy you expect
- Ensure you have proof of purchase
- Contact the trader; give them the opportunity to address the issue

- If this does not satisfy your complaint, contact us on 08454 040506
- Have all your details ready when phoning, including your postcode.
- Be methodical and detailed, explain your grievance.