NORTH OF ENGLAND TRADING STANDARDS GROUP

A PARTNERSHIP WITH BUSINESS

The North of England Trading Standards Group are committed to working with businesses, and with each other to:

- Make it easier for the business community to understand and comply with regulations, cutting out where possible any unnecessary red tape.

- Ensure that businesses compete with one another on level terms.

- Promote consistency in the approach to enforcement.

Our Service Pledge to Businesses

- We acknowledge that to help businesses to comply with regulations is an important part of our work.

- Free information packs for businesses will be available covering a wide range of subjects, and information and advice will be given in plain language.

- Free business advice will be available and officers will always be willing to discuss the difficulties faced by businesses in complying with the law.

- Where requested, and appropriate, officers will meet businesses and representatives of business groups to discuss trading standards issues and promote compliance through a better understanding of what is required.

- We will make representations to Government with regard to anomalies and difficulties faced by businesses in complying with trading standards laws.

- Surveys will be conducted to gauge levels of satisfaction and target areas of improvement. These surveys will include the business community and the views of businesses will be taken into account when drawing up service standards.

- Service standards and performance against them will be published in the annual report of each authority.

- We will take seriously all complaints and expressions of dissatisfaction. A published complaints procedure will be available to enable comment or complaint to be made otherwise than through the individual being complained about.

- Officers will always identify themselves by name, provide a contact point for further dealings and always explain their actions.

- We acknowledge that compliance with the law will carry certain cost implications for businesses. Actions taken will always be proportionate to risk.

- Discretion will always be used in enforcing legislation. Particular care will be taken when dealing with small businesses, voluntary and community organisations.

- Where possible, and with the approval of the business where appropriate, officers will involve, or advise on the need to involve, other regulatory bodies to assist businesses to comply with their legal obligations.

- Any information obtained about your business will be treated in commercial confidence and will not be improperly disclosed.