

TRADING STANDARDS – SERVICE STANDARDS

The purpose of Trading Standards is: “to support and protect a fair and competitive trading environment for consumers and businesses alike.”

A healthy economy is driven by consumers who are willing to trade with businesses that provide goods and services at prices which are seen to be fair and at a standard which is felt to be appropriate. The Trading Standards Service aims to ensure this through the administration and enforcement of Trading Standards laws and regulations, particularly Weights and Measures, and also by encouraging best practice where no law applies.

The Service provides consumers with comprehensive and consistent advice and information to assist them in avoiding or resolving consumer disputes, and investigates the sale of unsafe consumer products brought to its attention as a result of consumer complaints or product safety notices.

Advice is provided to businesses supplying goods or services to ensure that they comply with current legislation and “best practice” policies. We always strive to use advice as the main method of ensuring businesses comply with legal requirements.

The activities of the Trading Standards Service include: complaint handling; business advice - by providing web based guidance material; risk based visits to businesses; test purchasing, sampling and testing; investigation and on occasions formal enforcement action; consumer advice to vulnerable consumers and where unfair trade practice persists, targeted talks and supporting business and community events; signposting of material to educate consumers and businesses; and use of the media.

EXTERNAL CUSTOMER: SERVICE STANDARDS

(EXTERNAL CUSTOMER: a business or individual who receives a service from us)

For Businesses

We are committed to helping businesses by providing a wide range of information and guidance to help them understand the Law and how it applies to them. Whether you are a new business trying to understand the legal requirements, or you are an established business wanting to expand or diversify, we can help. We can also direct you to other sources of help and information if necessary.

Weights and Measures service for business:

- We provide a verification service for equipment used by businesses to measure goods sold by quantity, i.e. weight, length or volume
- We monitor and support compliance by a business in a number of different ways, including by carrying out inspections, advisory visits and complaint investigations.

We provide businesses with advice on:

- What their rights and obligations are under the law
- Best practice when no Guernsey law applies. We will clearly distinguish between what is a legal requirement and what is best practice
- Contractual terms and conditions
- Exporting products to the UK and EU

For Consumers

We offer an advice service that is free, confidential and impartial. We will advise you on what to do if things go wrong with a purchase of goods or services. We will advise you what to do if you think something you have bought is unsafe or dangerous. If you highlight a particular issue, which could affect other consumers, we will seek to remedy the issue for the benefit of all. In particular we will offer support and advice on potential scams and are committed to raising awareness of these practices.

Our ability to investigate a complaint may be limited by the information provided by the complainant

Contact us

By telephone: 01481 234567

Monday – Thursday 9:00 am to 4:30pm, Friday 9:00am to 4:00pm (excluding lunchtimes)

By email: tradingstandards@gov.gg

In person by appointment, between 9:00am and 4:00pm, at
Raymond Falla House
Longue Rue
St Martin's
GY1 6AF

What our customers can expect from us:

- a. We will greet and communicate with our customers in a courteous and professional manner
- b. We will listen effectively to our customers' requests and promptly take the action necessary to address their enquiry
- c. We will make our initial response to customers within 3 working days of receiving the contact
- d. We will aim to complete our work and give the customer our final response within 20 working days of receiving the contact
- e. We will keep our customers informed of unexpected delays in service
- f. We will keep our customers informed of progress with their enquiry
- g. We will direct customers to a more appropriate person if we are unable to assist ourselves
- h. We will explain clearly why we are unable to assist the customer before directing them to a more appropriate person
- i. We will measure our performance against these Service Standards and we will aim to continuously improve by encouraging feedback from our customers
- j. Any customer who has a complaint about our Service can make a formal complaint using the States of Guernsey complaint procedure at: www.gov.gg/reportit

When we visit our officers will:

- a. Explain the reason and purpose of the visit
- b. Carry their identification card at all times and show it on request
- c. Exercise discretion in front of customers and staff
- d. Provide information, guidance and advice to support the business in meeting their statutory obligations
- e. Provide a list of any items seized for examination or testing
- f. Provide the details of the results of any tests carried out
- g. Follow our **Enforcement Policy** (<https://www.gov.gg/CHttpHandler.ashx?id=104929&p=0>) when considering any enforcement action
- h. Where appropriate, provide details of any appeal procedure which is in place for any decision we have made

Website

We will maintain our web-pages on the States of Guernsey website and ensure the information they provide is up to date and relevant.

Fees and Charges:

We are authorised to charge fees for some aspects of our Service to business or an individual. These fees are reviewed from time to time, approved by the Committee for Home Affairs and are detailed in Regulations.

A schedule of our fees and charges is available here:

<http://www.guernseylegalresources.gg/article/105146/No-70---The-Weights-and-Measures-Fees-Regulations-2012>