

## Our Service Standards

All our services are provided in accordance with the Derbyshire County Council Customer Care Charter, copies of which are available from our offices and our website.

### In addition, we aim to:

- Keep you informed of the progress of your enquiry at regular intervals.
- Let you know the outcome of your enquiry, or tell you the reasons why we cannot progress it.
- Give a high priority to matters involving safety and other urgent issues.
- Provide verification of weighing and measuring equipment on request.

### How to ensure satisfaction

- With your help we will work to improve our services wherever possible.
- We would like to hear your views, good or bad, about the service we provide.
- If you want to make a comment, compliment or complaint about any of our services, please contact the Duty Officer via any of the methods overleaf, or visit our website.

### We would like to point out, however, that there are some things that we can't do, including:

- Closing down businesses.
- Automatically getting you a refund or replacement.
- Giving out information about businesses.

## Consumer Advice

For clear, practical consumer advice please contact The Citizens Advice Consumer Service on 03454 04 05 06.

Full details of how we work with the Citizens Advice Consumer Service and how we deal with consumer issues are contained in our Consumer Advice and Enquiries Policy which is available online and on request.

## Business Advice

Helping responsible businesses comply with the law is a key role for the trading standards service.

You can find free self-help advice on the full range of trading standards law at the national Business Companion website - [www.businesscompanion.info](http://www.businesscompanion.info)

Alternatively, if you want bespoke advice, we have a team of experienced trading standards officers who are happy to help any Derbyshire business.

There is a charge for this service. You can find full details of our business advice policy and an advice request form at

[www.derbyshire.gov.uk/businessadvice](http://www.derbyshire.gov.uk/businessadvice)

Full details of how we deal with businesses are contained in our Business Advice and Enquiries and Compliance policies which are available online and on request.

Derbyshire Trading Standards Service,  
Chatsworth Hall, Chesterfield Road, Matlock,  
Derbyshire. DE4 3FW.

Email: [tradingstandards@derbyshire.gov.uk](mailto:tradingstandards@derbyshire.gov.uk)

Website: [www.derbyshire.gov.uk/tradingstandards](http://www.derbyshire.gov.uk/tradingstandards)

## Trusted Trader

Derbyshire Trusted Trader can help you find honest and reliable traders who commit to doing a good job for a fair price. Please visit our website at [www.derbyshire.gov.uk/trustedtrader](http://www.derbyshire.gov.uk/trustedtrader) for more information.

# Derbyshire County Council Trading Standards Service

## Derbyshire Trading Standards Service

Supporting local businesses,  
helping consumers and  
tackling unfair and unsafe  
trading practices.



# Derbyshire Trading Standards Service

Our vision is to improve life for local people by supporting business, helping consumers and tackling unfair and unsafe trading practices.

## We aim to achieve our vision by:

- Working in partnership with the Citizens Advice Consumer Service to help local people who have a problem with something they have bought.
- Working in partnership with other agencies and organisations to achieve our objectives.
- Advising vulnerable consumers.
- Responding to complaints and enquiries from consumers and businesses.
- Ensuring compliance with Trading Standards legislation by education, advice, inspection and investigation.
- Examining business practices to ensure that consumers are getting a fair deal.
- Taking legal action against traders who neglect their legal responsibilities or deliberately set out to harm the interests of consumers or legitimate businesses.
- Being accessible and responsive.
- Being open, honest and consistent.
- Being committed to continuous improvement.

The service is organised into three teams – here are some of their activities:

## Safety & Business Support

- Checks the safety of a wide range of consumer goods - including toys, electrical items and upholstered furniture.
- Works with the police and licensing teams to tackle under-age sales of alcohol, tobacco and other age-restricted products.
- Runs our Trusted Trader scheme.
- Carries out checks on heavy goods vehicles illegally travelling through weight restrictions.
- Licenses firework and explosive stores. Checks fireworks are kept safely and sold responsibly.
- Licenses petrol stations and checks their safety.
- Responds to complaints about unsafe consumer goods including dangerous second-hand cars.

## Food, Feed, Animal Health & Metrology

- Carries out Food Standards inspections .
- Carries out food and feed hygiene inspections on farms, at manufacturers and transporters.
- Checks and samples food and animal feeding stuffs for composition, labelling and contamination.
- Tests weighing and measuring equipment at petrol stations, shops, pubs and factories.
- Provides a commercial calibration and testing service.

- Inspects livestock premises to protect the health and welfare of farm animals.
- Checks the identification of farm animals to ensure traceability and help prevent/eradicate the spread of disease.
- Ensures the correct disposal of dead farm animals.
- Investigates complaints on food, feed, metrology and animal health issues.

## Fair Trading

Deals with:

- Rogue traders who deliberately/persistently break the law .
- Doorstep crime and bogus callers.
- Tackling mail, phone and online scams.
- Assisting scam and fraud victims.
- Product counterfeiting.
- Misleading price indications.
- Illegal tobacco.
- Unfair trading practices (including falsely described goods and services).