

Advice and Enquiries about Faulty Goods

What do you do if you've bought something and it's faulty or not up to scratch? It might be goods such as a second hand car or a service such as a mobile phone contract or home improvement.

The law says that any goods must be of a satisfactory quality, fit for their purpose and as described. Similarly, any service must be performed with reasonable care and skill. But if something goes wrong where do you go for help?

The answer is to ring **The Citizens Advice Consumer Service (CACS) on 03454 04 05 06**. The service operates Monday to Friday 9am to 5pm. This is a national service which is the key point of contact for anyone with a consumer problem.

Staff at CACS will listen to your enquiry, let you know what your legal rights are and give you advice on sorting the problem out.

If the problem is complex or the trader may have broken the law, CACS will – with your agreement – refer the problem to your local Trading Standards Service to see whether any follow-up action is required.

In Derbyshire, the Trading Standards Service is based at Matlock and is part of Derbyshire County Council. We investigate rogue trading such as 'clocked' or unroadworthy cars; doorstep crime; counterfeit goods; unsafe products; unfair trading practices and many other issues that could be harmful to consumers.

The number of enquiries we receive (around 10,000 each year) means that we can't follow them all up. We do assess them in order to identify and deal with the most important.

If we decide to investigate, we will talk to you and establish the facts of the case before deciding what can be done.

Some of the key aspects of our service are:

- The help we provide is free of charge.
- We will keep you informed of the progress of your enquiry at regular intervals.
- We will let you know the outcome of your enquiry, or tell you the reason why we can't resolve it.
- We will record details of all enquiries and handle our records in accordance with the Data Protection Act.
- If the enquiry concerns one of our Trusted Traders it will be dealt with as a priority.
- Enquiries from victims of scams or doorstep crime are also prioritised.
- Investigation and legal action are carried out in accordance with legal rules and our compliance policy.
- We do not have the power to shut a business down.

If you are not satisfied with the service you receive from Trading Standards then you're welcome to make your views known via the Council's Putting People First Policy - contact Call Derbyshire on 01629 533190.

Our full Consumer Advice and Enquiries Policy, is available at;
<https://www.derbyshire.gov.uk/site-elements/documents/pdf/community/consumer-advice/consumer-advice-and-enquiries-policy.pdf>

We want everyone to be able to understand us. On request, we will arrange:

- Language interpreters, including for sign language
- Translation of written materials into other languages
- Materials in large print, on tape or in Braille.