

Service Standards

1. Upon meeting a trader or consumer, officers will identify themselves through the production of a warrant / ID card.
2. A complainant will be given a progress report on a criminal complaint at a maximum of every two weeks until it is concluded, with the exception of:
 - a. Samples awaiting analysis, where the complainant will be informed of the estimated response time;
 - b. Suspected counterfeiting, where the complainant will be informed that the initial investigations and enquiries may take some time; or
 - c. Underage sales, where the complainant will be informed that the premises in question shall be included in the next programme of inspections

In all instances, referrals received from a police officer or other enforcement agencies, shall not be bound by this service standard.

3. At the conclusion of the complaint / investigation, the complainant will be sent a letter specifying the outcome and the reason for that outcome, unless the complainant has specifically requested that they do not wish to be informed of the outcome.
4. Any significant breach found on inspection shall be recorded in writing by the officer concerned, and either left at or sent onto the premises, via:
 - a. A Food Standards Inspection Form;
 - b. A notice book;
 - c. An advisory letter; or
 - d. A letter of notification of pending legal proceedings
5. Initial response to requests for verifications will be made within 5 working days.
6. When a complaint is received through Consumer Direct Wales or the Rhondda Cynon Taf Trading Standards website, an officer will make initial contact with the complainant within 5 working days.
7. When a complaint is received as a referral from Rhondda Cynon Taf Consumer Advice Centres, an officer will make initial contact with the complainant within 5 working days of receiving the complaint.
8. Enquiries made by businesses that we have a Home Authority relationship with will be responded to within 5 working days. If the enquiry relates to specific advice, the advice given will be backed up in writing.
9. If a sample is taken, the officer shall inform the manufacturer / importer / seller of the result in writing, within 5 working days of the receipt of the certificate of analysis. A copy shall also be forwarded to the relevant Home Authority.