

Business Services, Advice and Education Policy

Background

It is fundamental that there is positive interaction between Trading Standards and businesses within Rhondda Cynon Taff in order to ensure that such businesses comply with the law. It is in everyone's interests that this compliance is willing and carried out in an informed manner by the businesses. This can be best achieved by a range of co-operative, proactive and reactive activities that

- Support businesses,
- Promote the benefits of legal compliance
- Provide the knowledge and support that is necessary for businesses to comply

Policy

The Trading Standards Service will:

- Respond to business enquiries and requests for business education activities
- Develop and use Information Communications Technology in line with e-government requirements
- Adopt the Home Authority Principle and Primary Authority Principle
- Actively seek Home Authority / Primary Authority agreements with appropriate businesses
- Accept referrals from other Trading Standards Services by any means
- Give advice on legal compliance or refer businesses to appropriate agencies
- Respond to requests for business education visits on both criminal and civil law issues
- Provide information to businesses about relevant changes in the law
- Make available leaflets produced by the Office of Fair Trading, Trading Standards Institute, Department for Business, Innovation and Skills and other agencies
- Produce in-house advice leaflets in plain language for businesses
- Publish advice leaflets on website
- Provide a service for the verification, testing and calibration of weighing and measuring equipment

In providing these services, the Trading Standards Service will follow Rhondda Cynon Taff County Borough Council's Customer Care Policy, Corporate Complaints Scheme and the Disability Equality Scheme

The Policy will be communicated to all staff, published on the Trading Standards web site and available to businesses on request.

Review

This policy will be reviewed annually by the Trading Standards Management Team to reflect current arrangements, guidance, opinions and comments on this policy.

Comments on this Policy

Organisations or individuals who may wish to comment on this policy are invited to send their comments, in writing, to the Trading Standards Manager, Public Health & Protection, Ty Elai, Dinas Isaf east, Williamstown, Tonypandy CF40 1NY

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