

Business Advice Policy

Policy

It is the policy of Surrey county Council trading Standards to provide a range of both free and chargeable services for businesses in the form of a modular framework. This framework enables single modules to be selected or combined to form tailored services to meet individual needs.

Strategic objectives

Surrey County Council's Trading Standards service carries out a wide range of statutory functions protecting residents and supporting local businesses.

The service contributes to the Council achieving its vision by protecting residents and supporting businesses. Working in partnership, and where appropriate sharing resources and services, the outcomes we aim to achieve are:

- Residents that are protected from consumer crimes, from rogue traders, and from businesses which deceive, mislead or otherwise target the most vulnerable in the community.
- Improved economic growth supported through better regulation, advising and promoting local businesses.
- Improved health outcomes, reduced health inequalities.
- To be an innovative, well-respected Trading Standards Service that acts as a consumer champion.

In all that we do we will ensure that Surrey has a fair and safe trading environment for residents and businesses. Our vision is a county of **Confident Consumers and Trusted Traders**

In order to achieve these goals Trading Standards:

- Delivers a range of services supporting local businesses and economic growth; encouraging compliance through education, information and advice.
- Protects people from harmful products (including food) and services, enabling healthier choices and enhancing the health and wellbeing of Surrey residents.
- Develops partnerships and approaches to service delivery to enhance services, increase impact and reduce costs through innovation.
- Identifies and meets the needs of residents and businesses; increasing the satisfaction of Surrey residents, businesses and consumers.
- Ensures staff have the tools, training and support needed to deliver service excellence.

For businesses

We want to support local businesses and economic growth through better regulation. We aim to do this by

- Targeted interventions directed towards the highest risk businesses
- Improving access to our business advice service; and
- Enhancing business partnerships, such as Primary Authority, Home Authority, and increasing membership of business accreditation schemes such as Buy with Confidence, and Eat Out Eat Well

The available modules are set out in our booklet; “A refreshing approach to business advice” and the fees payable are detailed in our annual fees and charges list. Both publications are available in hard copy and on the Surrey county council website.

Service Standards

Service standards are specified within some of the individual modules or agreements made under those modules for example Primary Authority Partnerships or Buy with Confidence Applications. Where service standards are not otherwise specified we will endeavour to provide excellent customer care and generally exceed the Customer Promise standards detailed on our website.

Complaints procedure

If you have a complaint about the way that you have been treated you should firstly discuss the matter with the officer that you have been dealing with. If he or she cannot resolve the matter then the issue will be referred to their manager to investigate at stage 1 of the council’s corporate complaints procedure. If you prefer you may ask for the matter to be referred to the Community Protection Manager, who will appoint an independent officer in to look into the complaint.

We aim to acknowledge complaints within one working day and to investigate them within ten working days. Where the nature of the complaint requires further in depth investigation we will keep you updated on progress.

If you are not satisfied with our response, you can contact the Customer Relations Team who will review our stage 1 response and consider whether it is appropriate to investigate your complaint at stage 2.

Customer Relations Team, County Hall, Room 296-298, Penrhyn Road, Kingston Upon Thames, Surrey KT1 1DN Phone: 020 8541 9100 Email: county.complaints@surreycc.gov.uk

For further information on the council’s complaints procedure please see the council’s website at www.surreycc.gov.uk/complaints.

This policy is reviewed annually and any feedback received will be considered when it is reviewed. If you have any comments concerning this policy, please write to the Policy and Operations Manager at the address below:

Surrey County Council Trading Standards Service, Consort House, 5-7 Queensway, Redhill, Surrey RH1 1YB Email: tsreception@surreycc.gov.uk