

Trading Standards Service Policy for Consumers

Our Objectives are to promote and maintain:

- A fair, equitable and safe trading environment in Lincolnshire
- Disease free and humanely treated farm livestock in Lincolnshire
- The quality and competitiveness of goods and services provided by local business and agriculture
- Effective partnerships within public protection

What we do

- Receive reports via Citizens Advice about illegal, unsafe or unfair trade practices
- Provide online advice about consumer law
- Provide advice and support to the most vulnerable consumers who are unable to resolve their complaint
- Work with traders to encourage compliance
- Take enforcement action against non-compliant businesses where it is appropriate to do so and is in line with our Enforcement Policy
- Alert the community to matters of concern
- Influence, co-ordinate and support organisations sharing our aims
- Commission outcomes based on community needs

Our enforcement activity includes inspecting businesses, testing goods and services and investigating serious offences or widespread malpractices. We target our resources at the most serious issues, where the most detriment has or might occur in Lincolnshire.

We cannot

- Close businesses down
- Get you a refund
- Intervene on your behalf or mediate in contractual disputes
- Recommend businesses
- Investigate every individual complaint received

Consumer contacts with the Service are made via Citizens Advice

All consumer contracts are referred to the national Citizens Advice Consumer Helpline for practical consumer advice and complaint recording. We routinely monitor records for identified criminal offences and widespread malpractice so that we can target our resources where they are most needed. Depending on service priorities and available resources Trading Standards may contact you to investigate your complaint further.

Comments about our Service

If you wish to make a complaint or compliment us on the service we provide please contact us or use our online Compliments, Comments and Complaints form which can be found at www.lincolnshire.gov.uk

How to contact us;

Internet: online reporting form at www.lincolnshire.gov.uk/tradingstandards

By phone: via Citizens Advice on 03454 04 05 06

Lines open Monday to Friday 09:00 – 17:00

Closed on bank holidays and public holidays

By post: Lincolnshire County Council Trading Standards, Myle Cross Centre, Macaulay Drive, St Giles, Lincoln, LN2 4EL

(Postal address only, there are no facilities for personal callers)

Lincolnshire County Council

Building on our strengths, protecting your lifestyle, Ambitious for the future