

Response to the FOI request

Please provide the following information with regard to your Trading Standards Team / Office. The data requested is for the period of a year. The Council is free to provide the data for any recent year ending date. For the avoidance of doubt, this request should be considered in consultation with the Freedom of Information Act.

Data provided will be from **01 Apr 16 to 31 Mar 2017**

- a. During the last year, how many complaints has the Trading Standards Office received from individuals about businesses in the county.
- b. During the last year, how many enquiries has the Trading Standards Office received from individuals about businesses in the county.

Please note: We make no distinction between complaints and enquiries.
Total complaints for period = 9350

- c. During the last year, how many complaints has the Trading Standards Office received from companies, corporations, charities etc about businesses in the county.
- d. During the last year, how many enquiries has the Trading Standards Office received from companies, corporations, charities etc about businesses in the county.

We do not differentiate complaints in a way that allows us to distinguish between complaints from a company, charity or person and hence unable to supply this information.

- e. During the last year, for how many complaints has the Trading Standards Office received from individuals about businesses in the county **and** contacted the business complained about.
- f. During the last year, how many enquiries has the Trading Standards Office received from individuals about businesses in the county **and** contacted the business complained about.

Our records are not saved in a way that allows us to answer this question without a large amount of resource being used to manually interrogate each individual complaint to ascertain its source. We can provide the number of interactions we have had with businesses but again this figure may not be an accurate representation as there can be multiple interactions with a business within one complaint. This figure = 1068

g. During the last year, how many complaints has the Trading Standards Office received from companies, corporations, charities etc about businesses in the county **and** contacted the business complained about.

h. During the last year, how many enquiries has the Trading Standards Office received from companies, corporations, charities etc about businesses in the county **and** contacted the business complained about.

We do not differentiate complaints in a way that allows us to distinguish between complaints from a company, charity or person and hence unable to supply this information.

i. When, and by whom, was the current Trading Standards Enforcement Policy revised and updated.

The Trading Standards Enforcement Policy and Prosecution Policy are updated by the Sanctions and Compliance team they are currently being updated, they will be presented to the Policy Committee in December 2017. Committee minutes are public documents freely available on the County Council website.

j. When, and by whom, is the current Trading Standards Prosecution Policy due for revision and updating.

Please see above