

# Trading Standards

SERVICE  
STANDARDS

## Our services

The Trading Standards Service works with Consumer Direct to give members of the public information about their rights as consumers. Consumer Direct is funded by the Office of Fair Trading and is a telephone and online service that offers information and advice on consumer issues.

To find out more, go to [www.consumerdirect.gov.uk](http://www.consumerdirect.gov.uk)

Trading Standards also consider and, where appropriate, investigate reports of businesses in Haringey breaking consumer protection laws.

## Our promise

- We will respond to all enquiries and complaints about businesses within one working day.
- We will contact you by phone, letter or e-mail as soon as we have reached a decision on your case.
- We will refer your complaint to other agencies, such as the police and Consumer Direct, if they are better placed to deal with them.
- We will explain the laws we enforce to businesses, and work with them to help them keep to those laws. If traders break the law, we will take appropriate enforcement action against them.

## We will not do the following.

- We will not get involved in civil consumer disputes or civil court proceedings.
- We will not write letters on your behalf.

## How you can help us

- If you are making a complaint, please keep hold of all documents that are relevant to your enquiry as our officers may need to see them.
- We welcome your views about our service. Please tell us how you think we can improve.
- If your enquiry is about a food business, our Food Safety Service may be able to help. Please see the 'Food Safety' service standards for more information.



## Find out more

For more information on what enforcement action we can take, please see our information sheet 'Trading Standards: Enforcement Powers'.

**Phone:** For consumer enquiries, please ring Consumer Direct on 08454 04 05 06.

For other enquiries: 020 8489 5134

Emergencies out of office hours: 020 8348 3148 (between 5pm and 8.45am)

**Fax:** 020 8489 5554

**Website:** [www.haringey.gov.uk/trading\\_standards.htm](http://www.haringey.gov.uk/trading_standards.htm)

**E-mail:** Consumer enquiries: e-mail through the website at [www.consumerdirect.gov.uk](http://www.consumerdirect.gov.uk)

Other enquiries: e-mail [tradingstandards@haringey.gov.uk](mailto:tradingstandards@haringey.gov.uk)

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