

Trading Standards and Business

Nottingham Trading Standards exists to ensure fair and safe trading in the City. There are very few City businesses that are not affected by what we do.

So what do we do?

We enforce regulations. Not always popular! Nevertheless there are very many laws and regulations businesses must comply with. And not only must they comply, they must show they are complying.

We enforce regulations relating to standards of fair trade, such as prices, product labelling, misleading descriptions or advertising, weights and measures and consumer credit; as well as ones relating to product safety and to other standards (for example food standards, electromagnetic compatibility and CE marking).

We licence the storage of petroleum spirit, explosives including fireworks, and poisons.

We prevent underage sales including alcohol, cigarettes, fireworks and solvents. To do this we work closely with the Police and other partners. Our aim is to protect the health and wellbeing of young people and to help prevent anti social behaviour.

We deal with cowboys and scams. We investigate the con merchants, the counterfeiters, the car clockers, the cowboy tradesmen and bring them to book. As part of this we prioritise protecting elderly and vulnerable people from doorstep crime.

We advise and inform consumers and businesses on their rights and obligations, and mediate in certain consumer disputes.

How does this affect you?

The laws are there to protect and inform consumers. As a business, you have to comply, but there is a positive side for you. Through our enforcement we encourage high standards and good practice in business. We also help maintain a level playing field for business, by stopping unfair competition from the crooks and scam merchants, or those who just will not comply with the standards required. We can also protect you when you are the one on the receiving end of unfair trade. We have programmes of inspection and testing to ensure compliance, and we deal with consumer complaints.

What can we do for you?

We aim to help businesses meet their obligations in the best way they can. We are not there just to prosecute you or put obstacles in your way. We recognise that, especially for small or new businesses, regulations can be a minefield. You must still comply, but we can help you do it.

We provide free advice on the law and compliance – ranging from leaflets, to telephone advice, to site visits and thorough consultation. Our expertise covers both civil and criminal law, and due diligence and quality systems. We can arrange staff training, especially for retail staff.

For help and advice on complying with consumer protection laws

Trading Standards, Loxley House, Station Street, Nottingham NG2 3NG

Tel: 0115 844 5018 Email: trading.standards@nottinghamcity.gov.uk

Website: www.nottinghamcity.gov.uk/tradingstandards



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What should you do now?

If you receive a visit from our staff, be positive. They can help you.

If you are unsure what you should be doing, or need information or advice, contact us.

Business Advice – regulations and compliance – 0115 844 5018.

Consumer Advice – or business advice on consumer rights or disputes – please call Citizens Advice Consumer Service on 03454 04 05 06. They may refer your enquiry to Nottingham Trading Standards if appropriate.