

## Prioritisation of Consumer Complaints to the Trading Standards Service - Monday, 17 October 2011

### Statement of Decision

Present:

Councillor Mrs J. Heathcoat, Cabinet Member for Safer & Stronger Communities.

Officers: Acting Head of Trading Standards & Community Safety; J. Dean

(Law & Governance)

# Prioritisation of Consumer Complaints to the Trading Standards Service

### **Documentation considered:**

Report Prioritisation of Consumer Complaints to the Trading

Standards Service

A copy is attached to the signed copy of this decision.

#### **Cabinet Member's Comments**

The Cabinet Member was satisfied with the responses made by the officer to her questions in relation to the following areas:

- the factors contributing to the increase in the number of complaints and enquiries over recent years;
- additional measures that have been put in place to assist vulnerable people within communities;
- reference made to other agencies, if required;
- response by the public to the trial;
- responses made by Legal to the draft Policy.

#### **Decision**

Having regard to the arguments and options set out in the documentation before me, the representations made to me and the further considerations set out above, I confirm my decisions on this matter as follows:

The Cabinet Member for Safer & Stronger Communities APPROVED the Compla	iints
Prioritisation Policy in Annex 1 for use by the Trading Standards Service.	

Signed	1
_	Cabinet Member for Safer & Stronger Communities
Date	