



## East Sussex County Council

### Trading Standards feedback form

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This consultation will influence the work we are doing to improve the services offered to local businesses. Our Business Support Officer is considering the way information is currently made available to local business and making improvements to ensure that business is supported in the best possible way.

Thank you for taking the time to complete this questionnaire. Your feedback is valued and appreciated.

Please mark your chosen responses with an 'x'.

#### 1. Please indicate which category/categories of business you are in

Retail		Manufacturing		Import/export	
Wholesale		Service industry		Agriculture	
Other (please specify)					

#### 2. Please specify the nature of your business (eg restaurant, motor trader)

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#### 3. Which of the following area(s) are you aware that Trading Standards covers?

Weights and measures		Pricing legislation	
Animal health		Misleading advertisements	
Product safety and labelling		Consumer credit	
Fair trading		Poisons and explosives licensing	
Food safety and labelling		Business/consumer advice	

#### 4. Have you ever contacted Trading Standards?

Yes		No	
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**5. If you have not contacted Trading Standards, why is that?**

You were not aware of the advice and support that we can offer		
You normally go to another agency for advice, such as a solicitor or trade body		
Other, please specify		

**6. If you have used Trading Standards in the past, how frequently do you contact us?**

Once a year		Twice a year		More than twice a year	
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**7. How satisfied were you with our overall level of service?**

Very satisfied		Fairly satisfied		Fairly dissatisfied		Very dissatisfied		Don't know	
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**8. How easy was it to understand the information or advice that we gave you?**

Very easy		Fairly easy		Fairly difficult		Very difficult		Don't know	
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**9. How would you rate the knowledge of our staff?**

Very good		Fairly good		Fairly poor		Very poor		Don't know	
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**10. Did we treat you fairly at all times?**

Yes		No		Don't know	
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**11. How easy was it to make initial contact with us?**

Very easy		Fairly easy		Fairly difficult		Very difficult	
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**12. Did you know it is possible to complain about council services, including Trading Standards, through our service complaints procedure?**

Yes		No	
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**13. If we have told you that your business was not meeting its legal requirements:**

- did we make it clear to you what you needed to do to meet the legal requirements?

Yes		No		Don't know	
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- was our response to this problem fair and reasonable?

Yes		No		Don't know	
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- have you been treated consistently if we have been in touch with your business on more than one occasion?

Yes		No		Don't know	
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**14. How would you like to access advice on legislation relevant to your business?**

Website		Email request form for information	
Advice leaflets		Newsletter	
Telephone advice line		Training events	

**15. Would you be interested in subscribing to a mailing list that would send you regular email updates on Trading Standards news, legislative changes and information on training events relevant to your business? If so, please provide your contact details**

Name	
Trading name	
Address	
Email	
Phone	

**16. Trading Standards intends to provide training seminars on areas of law that businesses feel are necessary.**

To help us direct our resources most appropriately, please rank the areas you see as priorities, with 1 being the most important and 10 being the least important.

Trading Standards: An overview of the legislation we cover	
Trades Description Act	
Sale of Goods legislation	
Supply of Goods and Services Act 1982	
Consumer Credit Act	
Consumer Credit (Advertisement) Regulations 2004	
Distance Selling Regulations	
Product Safety and Labelling	
Food Safety and Labelling	
Other, please specify	

Would you be prepared to pay a reasonable charge (approximately £10) to attend a training seminar?

Yes		No	
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**If you have any additional comments relating to your experience of Trading Standards, or improvements you would like to see in the service we provide, please continue on a separate sheet.**

**Please return this consultation FREEPOST to:**

**Business Support Officer  
 Trading Standards Service  
 East Sussex County Council  
 St Mary's House,  
 52 St Leonards Road,  
 Eastbourne BN21 3BR  
 FREEPOST (Licence No. SEA 2503)**