



## Introducing the Dundee Trusted Trader Scheme

DUNDEE CITY COUNCIL  
ENVIRONMENTAL HEALTH & TRADING STANDARDS  
Freepost Plus RLXZ-BSYK-YZJS  
1 HIGHLAND CHIEF WAY  
CLAVERHOUSE WEST INDUSTRIAL PARK  
DUNDEE  
DD4 9UA

### Environmental Health & Trading Standards

1 Highland Chief Way  
Claverhouse West Industrial Park  
Dundee  
DD4 9UA

01382 436260  
[www.trustedtrader.info](http://www.trustedtrader.info)



**This information can be provided in large print or other formats. Phone 01382 434503.**

<b>Chinese</b>	欲知詳情, 請致電: 01382 431563
<b>Russian</b>	Более подробную информацию можно получить позвонив по телефону: 01382 431563
<b>Urdu</b>	مزید معلومات کے لئے برائے مہربانی 01382 431563 پر فون کریں۔
<b>Polish</b>	po dalszą informację zadzwoń pod numer 01382 431563

PR Dept. DCC FA/3/10



[www.trustedtrader.info](http://www.trustedtrader.info)

## What is it all about?

- The Trusted Trader Scheme is a local business partnership scheme, designed to help businesses comply with the law and work within a code of practice. At the same time this approach will enhance consumer protection and help member firms attract work.
- Locally the scheme is managed by Dundee City Council Trading Standards but it is also operating in other local authority areas.
- Businesses signing up to the Scheme must abide by certain terms and conditions which reflect their responsible and sensible approach to the way they trade and conduct their business. Individual traders may from time to time be subject to an audit.
- A major feature of the Scheme is customer feedback which is published on an online database maintained by an independent 3rd party, Referenceline Limited.

## What's in it for you the business?

- Recognition of your business standards based on real feedback
- Publicity via the website administered by Referenceline
- Proof of membership by Certificate for display on your premises and use of the Trusted Trader logo
- Being part of the scheme will recommend your services to local consumers and local communities
- Being part of the Trusted Trader database will increase consumer confidence and reduce complaints

- A better relationship with Trading Standards and other regulators based on co-operation rather than enforcement
- Easy access to us at Trading Standards should you need advice or help in resolving a dispute

## Who's running it?

The Scheme is run by Dundee City Council Trading Standards service, and feedback is processed by an independent business, Referenceline Ltd. For more information and to view the website go to: [www.trustedtrader.info](http://www.trustedtrader.info)

## What are the limitations of the Scheme?

We cannot of course guarantee the financial standing of members nor their health and safety procedures. We cannot be sure that their work will never give rise to complaint, but should this ever be the case, any difficulties, dispute or complaints will be dealt with fairly in accordance with the dispute resolution process.

## What will it cost?

Operating the Scheme does involve costs, which are met through membership fees. Trading Standards use the fee income to maintain the online database and feedback system, provide paperwork and documents, and also to advertise and market the scheme in local newspapers, magazines and radio. The annual membership fee is £95 + VAT for small businesses and £195 + VAT for larger businesses who are VAT registered.

## How does a business apply?

If you are interested in joining the Scheme please complete and return the tear off slip attached to this leaflet. We will contact you with full details including an application pack. Alternatively you can access more information at [www.dundee.gov.uk/trustedtrader](http://www.dundee.gov.uk/trustedtrader) or contact Dundee City Council Trading Standards on **01382 436260**.



Please complete and send this tear off slip to the freepost address overleaf for a Trusted Trader application pack.

Name of Company \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

Contact Name \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

Postcode \_\_\_\_\_

Telephone \_\_\_\_\_

Type of Trader \_\_\_\_\_

\_\_\_\_\_

# Dundee



# Trusted Trader