

## Trading standards

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### Trading standards

#### **Consumer complaints – the percentage of complaints processed within 14 days of receipt**

Complaints are requests to the council to investigate the activities of a trader or traders. Both enquiries and complaints relate to goods or services which the consumer suspects or believes have been poor, unfair or based on illegal trading practice by a trader – for example, selling faulty, dangerous or wrongly described goods, or setting unreasonable conditions of sale.

The indicator does not provide information on the quality of any advice or investigation, or on its usefulness to the consumer or business.

#### **Points to bear in mind**

The number and complexity of enquiries and complaints will affect the indicator. Many enquiries can be dealt with speedily, often on the same day or within a few days. The investigative work involved in complaints means that they often take longer to complete.

The indicator relates solely to the time taken to complete a complaint irrespective of the outcome.

## Trading standards

### Consumer complaints - the percentage of complaints processed within 14 days of receipt

Council	Rank in 02/03		PI measurement			Better ✓ or worse ✗ since 00/01		
	1-32	✓1-8 ✗ 25-32	00/01	01/02	02/03	5-9%	10-14%	>15%
Aberdeen City	11		90.1	92.7	89.6			
Aberdeenshire	19		76.2	77.9	81.0	✓		
Angus	16		76.5	78.5	85.9		✓	
Argyll & Bute	9		73.1	84.9	90.0			✓
Clackmannanshire	23		77.9	81.2	74.3			
Dumfries & Galloway	13		83.5	83.3	88.4	✓		
Dundee City	2	✓	95.8	97.0	97.5			
East Ayrshire	31	✗	55.7	43.5	52.3	✗		
East Dunbartonshire	29	✗	39.1	37.8	59.8			✓
East Lothian	1	✓	95.6	94.8	97.8			
East Renfrewshire	24		63.8	68.8	72.2		✓	
City of Edinburgh	7	✓	85.8	86.7	90.7	✓		
Eilean Siar	14		82.1	83.5	87.8	✓		
Falkirk	25	✗	76.0	76.4	72.0	✗		
Fife	8	✓	91.2	93.4	90.4			
Glasgow City	26	✗	60.4	83.7	69.2		✓	
Highland	15		82.7	85.6	87.1	✓		
Inverclyde	20		83.2	82.6	80.0			
Midlothian	5	✓	79.8	86.4	91.9			✓
Moray	3	✓	83.9	92.5	96.5			✓
North Ayrshire	21		74.2	80.1	79.1	✓		
North Lanarkshire	30	✗	49.5	66.1	55.0		✓	
Orkney Islands	17		86.4	84.7	82.9			
Perth & Kinross	4	✓	92.4	96.2	95.6			
Renfrewshire	12		86.7	89.6	89.1			
Scottish Borders	27	✗	70.0	72.4	64.2	✗		
Shetland Islands	6	✓	83.3	90.4	91.8		✓	
South Ayrshire	32	✗	77.5	56.6	44.5			✗
South Lanarkshire	28	✗	60.4	62.1	62.2			
Stirling	22		79.0	87.1	78.2			
West Dunbartonshire	18		75.4	76.8	81.2	✓		
West Lothian	10		91.3	90.9	89.7			
			<b>Scotland</b>					
			78.0	81.7	79.9			

Ranked performance	00/01	01/02	02/03
Highest ranked performance	95.8	97.0	97.8
Upper quartile	86.0	89.8	90.1
Median	79.4	83.6	84.4
Lower quartile	74.0	76.7	72.2
Lowest ranked performance	39.1	37.8	44.5

Data features	Symbol	00/01	01/02	02/03
PI not applicable	(-)	0	0	0
No service	(NS)	0	0	0

Count of councils showing significant change since 2000/01	
<b>Improvement</b>	
5-9%	7
10-14%	5
>15%	4
<b>Decline</b>	
5-9%	3
10-14%	-
>15%	1

#### Notes

An underlined PI measurement indicates unreliable data.

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### Consumer complaints - the percentage of complaints processed within 14 days of receipt

The following councils were ranked 25th or below in 2000/01:

Argyll & Bute  
East Ayrshire  
East Dunbartonshire  
East Renfrewshire  
Glasgow City  
North Lanarkshire  
Scottish Borders  
South Lanarkshire

The following councils did not make any material improvement in their performance by 2002/03:

East Ayrshire  
Scottish Borders  
South Lanarkshire

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### **Business advice requests – the percentage of requests dealt with within 14 days of receipt**

Business advice is given in response to enquiries by individual businesses. It includes approaches made in person and enquiries received by letter and telephone, but excludes advice given as part of a routine inspection of trading premises.

The indicator does not provide information on the quality of any advice or investigation, or on its usefulness to the consumer or business.

### **Points to bear in mind**

The number and complexity of advice requests will affect the indicator.

## Trading standards

### Business advice requests - the percentage of requests dealt with within 14 days of receipt

Council	Rank in 02/03		PI measurement			Better ✓ or worse ✗ since 00/01		
	1-32	✓1-8 ✗ 25-32	00/01	01/02	02/03	5-9%	10-14%	>15%
Aberdeen City	22		94.6	94.7	94.4			
Aberdeenshire	25	✗	93.7	94.7	91.5			
Angus	25	✗	89.4	94.4	91.5			
Argyll & Bute	7	✓	92.9	98.6	99.4	✓		
Clackmannanshire	1	✓	100.0	100.0	100.0			
Dumfries & Galloway	12		93.0	98.8	97.6			
Dundee City	10		98.1	98.7	98.2			
East Ayrshire	7	✓	98.1	99.3	99.4			
East Dunbartonshire	19		94.4	98.7	96.1			
East Lothian	1	✓	98.7	98.7	100.0			
East Renfrewshire	1	✓	97.1	99.4	100.0			
City of Edinburgh	23		96.2	97.2	94.2			
Eilean Siar	32	✗	100.0	100.0	80.0			✗
Falkirk	28	✗	100.0	100.0	88.6		✗	
Fife	9		99.4	97.3	98.7			
Glasgow City	30	✗	93.1	90.4	87.5	✗		
Highland	18		95.1	94.3	96.2			
Inverclyde	24		93.6	89.8	93.5			
Midlothian	1	✓	97.4	100.0	100.0			
Moray	13		97.7	96.6	97.4			
North Ayrshire	15		100.0	99.2	96.4			
North Lanarkshire	27	✗	87.9	98.9	89.4			
Orkney Islands	15		98.9	94.5	96.4			
Perth & Kinross	11		99.4	99.4	97.9			
Renfrewshire	6	✓	98.3	100.0	99.6			
Scottish Borders	21		99.4	98.8	95.7			
Shetland Islands	29	✗	90.0	94.9	88.5			
South Ayrshire	15		93.4	94.3	96.4			
South Lanarkshire	14		92.2	89.2	97.1	✓		
Stirling	31	✗	96.0	99.4	84.0		✗	
West Dunbartonshire	1	✓	92.6	96.9	100.0	✓		
West Lothian	19		97.9	97.1	96.1			
			<b>Scotland</b>					
			96.6	97.8	95.4			

Ranked performance	00/01	01/02	02/03
Highest ranked performance	100.0	100.0	100.0
Upper quartile	98.8	99.3	98.9
Median	96.7	98.6	96.4
Lower quartile	93.4	94.7	93.0
Lowest ranked performance	87.9	89.2	80.0

Data features	Symbol	00/01	01/02	02/03
PI not applicable	(-)	0	0	0
No service	(NS)	0	0	0

Count of councils showing significant change since 2000/01		
<b>Improvement</b>		
5-9%	3	
10-14%	-	
>15%	-	
<b>Decline</b>		
5-9%	1	
10-14%	2	
>15%	1	

#### Notes

An underlined PI measurement indicates unreliable data.

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### Business advice requests - the percentage of requests dealt with within 14 days of receipt

The following councils were ranked 25th or below in 2000/01:

Angus  
Argyll & Bute  
Dumfries & Galloway  
Glasgow City  
North Lanarkshire  
Shetland Islands  
South Lanarkshire  
West Dunbartonshire

The following councils did not make any material improvement in their performance by 2002/03:

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