

# Trading Standards

## TRADER GUIDE TO THE FAIR PLAY CHARTER



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### What is the Fair Play Charter?

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The **Fair Play Charter** is an initiative by the trading standards authorities in Greater Manchester to encourage and promote fair and honest trading by businesses in the area.

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### What do I have to do to subscribe to the Fair Play Charter?

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Businesses who can demonstrate a commitment to, and record of, fair and honest trade will be eligible to join the **Fair Play Charter**.

Traders joining the scheme must give a formal undertaking:

- To comply with all requirements of the criminal and civil law and not to seek to restrict customer's civil rights.
- To ensure that staff have a suitable working knowledge of both the criminal and civil law.
- To operate a customer complaints procedure and to deal with customer complaints promptly, fairly and in a courteous manner and to follow the scheme's complaints / mediation policy.
- To provide trading standards with relevant information relating to the running of the business.
- To operate business systems which will promote high standards of fair trading.

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### What is the role of trading standards?

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The **Fair Play Charter** is a joint venture by the ten Greater Manchester trading standards authorities. Each of these authorities has also made an undertaking:

- To provide a fair and impartial service to both consumers and members of the scheme.
- To provide a prompt response to members of the scheme for information and / or advice on trading standards law.
- To provide reasonable assistance with the training of staff in relation to trading standards law. NOTE: - This service may be subject to a nominal charge.
- To identify an initial contact within the trading standards authority for requests for advice and information.

- To provide assistance in resolving customer complaints including mediation where appropriate.

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## What is the benefit to me?

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The **Fair Play Charter** affords you the opportunity to show your customers that you are genuinely committed to fair and honest trade. If you can demonstrate your commitment to fair trading and your application is accepted, you will be provided with a registration certificate and may display the **Fair Play Charter** logo on your premises, on your business documentation and in your advertising.

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## How do I become involved?

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For more information about the **Fair Play Charter** and an application form, please contact trading standards as below.

Wigan Council  
Environmental Services Department  
Trading Standards Service  
Unity House  
Westwood Park Drive  
Wigan  
WN3 4HE

Phone: 01942 827476  
Fax: 01942 488405  
Email: [ts@wigan.gov.uk](mailto:ts@wigan.gov.uk)  
Web: [www.wigan.gov.uk](http://www.wigan.gov.uk)

