

## Appendix 1

### **Acceptance Criteria**

1. Trading Standards will assess whether the applicant is suitable for membership. If Trading Standards consider the applicant unsuitable for membership, the applicant will not be admitted to the Scheme.
2. An applicant may be considered unsuitable for membership if, in Trading Standards' opinion:
  - a) There is an unacceptable risk that the applicant's customers might suffer loss, detriment or a poor experience.
  - b) The applicant presents an unacceptable risk to others, for example suppliers or the general public.
  - c) The applicant's membership might bring either the Scheme, Trading Standards or West Dunbartonshire Council into disrepute or otherwise be inconsistent with any aspect of the scheme or with any aspect of Trading Standards' functions.
3. Applicants must be able to demonstrate a 12 month trading history.
4. Appropriate checks will be carried out to determine the suitability of an applicant and these include (but are not limited to):
  - a) Consumer complaints
  - b) Any action taken by Trading Standards including advisory or enforcement action
  - c) Trading history
  - d) Trade association membership
  - e) Public liability insurance
  - f) Database searches
  - g) Verification of information supplied by the applicant
  - h) Inspection or audit of any aspect of the applicants business, including premises, procedures, processes, products, documents and records
  - i) Interviews with the applicant
  - j) 10 customer feedback forms

5. For the purposes of assessing suitability, we may request information from other enforcement authorities and any other relevant person or organisation we deem necessary.
6. Initial acceptance on to the scheme will be as a provisional member until an adequate level of positive feedback has been received. Provisional members are not entitled to claim membership of the scheme in any way until full membership is granted.

## Appendix 2

### **Membership review procedure**

1. Where Trading Standards have reason to suspect or believe that a member may be in breach of the terms and conditions or is no longer suitable to be a member, this procedure will be used.
2. Where a suspected breach is considered to constitute a significant risk of harm to consumers, to others or to the scheme, membership may be suspended with immediate effect for up to 28 days by giving notice to the member.
3. The member will be notified of any suspected breach promptly, unless early notification might prejudice any related investigation.
4. Trading Standards will make enquiries to establish the extent and nature of any actual breach.
5. If a breach is found, one or all of the following sanctions may be imposed on the member
  - a) Written warning
  - b) Suspension from the scheme
  - c) Revocation of membership
6. In certain circumstances, the member may be given the opportunity to remedy any breach prior to a sanction being imposed.
7. West Dunbartonshire Council reserves the right to publicise the details of any sanction where appropriate.

8. This procedure, and any action taken or decision made under it, shall not affect any other action which might also be taken as a result of the member's conduct or alleged conduct including:
  - a) Enforcement action by any Trading Standards authority or any other enforcement body.
  - b) Disciplinary action by any trade association or similar body.
  - c) Civil proceedings (including alternative dispute resolution) by a consumer, customer or supplier.