

Dear Councillor

Consumers in Wales suffer hundreds of millions of pounds of harm every year due to businesses that trade unfairly, rip customers off, or fail to deal properly with complaints.

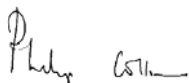
Local Authority Trading Standards Services tackle this harm in a number of ways, including by taking enforcement action against businesses that trade unfairly and by educating consumers about their rights. The majority of Trading Standards Services in Wales also provide expert advice and assistance to individual local consumers to help them resolve their complaints and disputes with businesses.

The enclosed factsheet has been produced by the Office of Fair Trading and LACORS (Local Authorities Coordinators of Regulatory Services) in partnership with Trading Standards Services. Its purpose is to contribute to Councillors' and Chief Executives' understanding of the impact that Trading Standards Services can achieve by providing advice and assistance to local consumers.

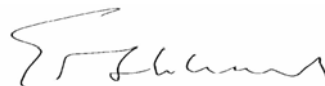
More information about the wide benefits that Trading Standards Services deliver through the full range of their activities can be found in the *Local Authority Trading Standards Services – Councillors' Handbook*. Copies of the handbook can be downloaded at www.oft.gov.uk/shared_offt/TSS/Elected_Members_pack.doc or you can request a copy from your Trading Standards Service.

Further information about your Local Authority Trading Standards Service can be obtained from [name], Trading Standards Manager at [Name of LA] Trading Standards Service, on [phone number] or by email at [email address].

Yours sincerely



Philip Collins
Chairman, Office of Fair Trading



Councillor Geoffrey Theobald OBE
Chairman, LACORS