

Response to Request for Information

Reference FOI 002320
Date 21 May 2018

Trading Standards

Request:

I would be grateful if you could provide the below information under the Freedom of Information Act 2000. Where the term 'faulty' is used, this can also be understood as referring to inadequate or incorrect products or workmanship.

- Number of complaints made against retailers about faulty or inadequate plumbing fittings and/or installations (e.g taps, boilers, water pipes, toilets, showers) in 2016 and 2017
[2016 – 4 complaints](#)
[2017 – 7 complaints](#)
- Number of complaints made against plumbing tradesmen about faulty plumbing fittings and/or installations in 2016 and 2017
[2016 – 1 complaint](#)
[2017 – 1 complaint](#)
- Number of complaints made about plumbing tradesmen in 2016 and 2017
[2016 – 1 complaint](#)
[2017 – 1 complaint](#)
- Number of plumbing tradesmen taken to court under consumer protection legislation in 2016 and 2017
- Number of plumbing tradesmen taken to court under consumer protection legislation about plumbing and/or fittings in 2016 and 2017
- Number fines issued to plumbing tradesmen under consumer protection legislation faulty plumbing fittings and/or installations in 2016 and 2017
- Total value of fines issued to plumbing tradesmen under consumer protection legislation for faulty or inadequate plumbing fittings and/or installations in 2016 and 2017

[NOT PROTECTIVELY MARKED]

- Number of retailers taken to court under consumer protection legislation for plumbing fittings and/or installations (e.g taps, boilers, water pipes, toilets, showers) in 2016 and 2017
- Number fines issued to retailers under consumer protection legislation for faulty plumbing fittings and/or installations in 2016 and 2017
- Total value of fines issued to retailers under consumer protection legislation faulty plumbing fittings and/or installations in 2016 and 2017

In respect of the above questions, it has been established after careful consideration that the Council does not hold the above information.

Consequently, we are unable to provide any information relating to the above, and are informing you as required by Section 1(1) (a) of the Act, that states:

"Any person making a request for information to a public authority is entitled to be informed in writing by the public authority whether it holds information of the description specified in the request".

However, I can inform you that the Courts issue fines and that the recording of consumer complaints is carried out by the Citizens Advice Consumer Service (CACS).