

Trading Standards Service 2026/27

Assisting Consumers ,Traders, and Visitors in Orkney

Aim

The Trading Standards Service aims to achieve a fair trading environment for both consumers and traders in Orkney and all who visit. We also aim to ensure Orkney's reputation for high standards of animal welfare is maintained.

How do we do this?

The Trading Standards Service provides free, impartial, and confidential consumer and business advice.

Local consumers often contact us for advice if there are problems with the goods or services they buy. We can offer advice on how to resolve problems by advising of your statutory rights and can contact the trader on your behalf if necessary. We have previously been awarded the Quality Mark Scotland Award for our consumer advice service.

We also provide a comprehensive business advice service for local traders who may want to check their obligations to consumers or how to comply with current legislation in relation to their business activity, or if they have problems with their suppliers.

We aim to respond to any Service Requests within 2 working days.

Fair Trading

We deal with the accurate description and pricing of goods and services. This includes second-hand cars, counterfeit products, package holidays and fraud or scams. We also investigate complaints regarding poor workmanship in relation to services.

Call Blockers

We continue to provide call blockers to residents troubled by unwanted phone calls and work with partner agencies, such as Police Scotland, and the Orkney Scam Action Group, on doorstep crime.

Safety

We aim to ensure that all goods supplied are safe. We licence premises selling explosives, fireworks or petrol, and ensure that these products are stored safely and we also enforce the laws relating to the sale of age restricted products.

Prices

We ensure that goods offered for sale are properly priced and investigate goods, services, and facilities that are offered for sale with misleading price indications.

Quantity

We check that equipment such as petrol pumps, scales, and spirit measures, give accurate measures, and that any weights used are accurate.

We offer a calibration service using our approved weighing and measuring equipment and facilities.

Animal Welfare and Dog Control

We ensure feed hygiene laws are adhered to on farms and that animal welfare meets requirements on farms, in transport, and at sale, helping to ensure the continued high reputation of Orkney's livestock. We also deal with any dog control issues or stray dog reports.

Education

We regularly give talks to local groups on consumer protection and scams and try to attend the large agricultural shows.

Advice and Help

For advice and help with consumer law or animal welfare issues, we are here to help all local residents and visitors.

You can contact us by phone, letter, email, social media on OIC Updates, or by calling in at Customer Services. If preferable we will meet you out of the office, including home visits. We also have a presence at the Stromness Warehouse Building most Fridays or by arrangement

This leaflet can only give you a brief insight into some of the work we do. If you have any queries about our work, please contact us.

Consumers can also contact the Advice Direct Consumer Service Helpline on 0808 800 9060.

Contact Details

Trading Standards Service, Orkney Islands Council, Council Offices, School Place, Kirkwall, KW15 1NY.

Email: trading.standards@orkney.gov.uk

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Telephone: 01856 873535.

Opening hours: Monday to Friday 09:00 to 17:00 (if coming to the office in either Kirkwall or Stromness it is recommended to agree a time in advance.)