



FAIR TRADING COMMISSION

Service Charter

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1. Overview

The Service Charter for the Fair Trading Commission informs you about:

- Who we are
- Our services
- Our stakeholders
- Our commitment to you
- Our service standards
- How we handle complaints
- How you can help us
- How to contact us

2. Who We Are

We are the Fair Trading Commission (FTC), a tripartite body whose purpose is to safeguard the interests of consumers (Consumer Protection Division), promote and maintain competitive markets (Fair Competition Division) and oversee and manage the behaviour of regulated utilities (Utility Regulation Division) in Barbados. Given the nature of our activities and the mandate that has been delivered, the functions of the three Divisions are intertwined.

The FTC was established on January 2, 2001 through the Fair Trading Commission Act, CAP. 326B (FTCA).

Mission, Vision and Core Values

Our Vision

Fair and competitive markets for a sustainable Barbadian economy.

Our Mission

To be a transparent and accountable agency providing professional services to those whom we serve, thereby safeguarding the interest of consumers, promoting and encouraging fair competition and ensuring efficient regulated utility services.

Our Core Values

- **PROFESSIONALISM** – We act with integrity, operate as a team, provide timely and sound responses to our stakeholders, and foster the respect and trust of our staff and the public.
- **TRANSPARENCY** – We demonstrate our impartiality by communicating our procedures, investigations and decisions in an unambiguous manner, thus encouraging feedback from the public.
- **PROACTIVE APPROACH** – We ensure that there is continued development of staff in an intellectually stimulating environment, thereby enabling us to anticipate, research and investigate issues that may potentially affect consumers and businesses; and employ dynamic internal procedures to achieve optimal efficiency.

Our Structure

Our five (5) Operational Divisions/Departments are:

- i. **Consumer Protection Division** - The Consumer Protection Division is at the vanguard for safeguarding the interest of consumers. It is empowered to do such through the enforcement of the Consumer Protection Act, CAP. 326D (CPA) which includes reviewing consumer contracts for fairness, addressing issues pertaining to unfair trading practices, developing industry codes, seeking redress for consumer complaints and advocacy.
- ii. **Fair Competition Division** - The Fair Competition Division is charged with promoting, maintaining and encouraging competitive markets. This includes enforcement of the Fair Competition Act, CAP. 326C (FCA) to address suspected cases of anti-competitive conduct inclusive of abuses of dominance and cartelisation; to evaluate mergers and acquisitions; and to monitor markets across all economic sectors to examine the nature and extent of competition therein. Other activities include collaborating with regulatory agencies and other competition authorities on matters of mutual interest, and the deployment of advocacy programmes aimed at educating the public and enterprises on the benefits of competitive markets.
- iii. **Utility Regulation Division** - empowered by the Utilities Regulation Act, CAP. 282 (URA), the Commission regulates the Barbados Light and Power Company Limited (BL&P), Cable and Wireless (Barbados) Ltd. (C&W) and the Barbados Water Authority (BWA). This regulatory oversight is executed principally through the monitoring and periodic review of utility rates and monitoring of the utilities' performance under their Standards of Service. The responsibilities of the Commission have expanded under the new Barbados National Energy Policy and the recently amended URA.
- iv. **Legal Department** - The Legal Division advises the Commission on all legal, regulatory and procedural matters; advises all Divisions across the organisation to ensure accurate interpretation of the legislation administered by the Commission and pursues enforcement action when required.
- v. **Administrative Department** - The Administrative Department provides support in administration, accounting, human resources and other corporate services to the Commission.

3. Our Services - We are here to:

Consumer Protection

- Safeguard consumers from unfair trade practices, unfair contract terms, product liability
- Ensure consumer safety
- Develop industry codes
- Investigate alleged breached of the CPA
- Enforce the CPA.

Fair Competition

- Promote, maintain and encourage competition
- Prohibit the prevention, restriction or distortion of competition and the abuse of dominant positions in trade in Barbados and within the CARICOM Single Market and Economy;
- Ensure that all enterprises, irrespective of size, have the opportunity to participate equitably in the market place
- Enforce the FCA

Utility Regulation

- Regulate the water and sewerage services provided by the Barbados Water Authority's (BWA)
- Regulate the electricity services provided by the Barbados Light & Power Company (BL&P)
- Regulate the domestic and international voice telecommunications, interconnection and leased services provided by Cable & Wireless (Barbados) Limited (C&W)
- Establish, monitor and review of utility rates and standards of service of the aforementioned service providers
- Enforce the URA

4. Our Stakeholders

Our stakeholders are essential to our success. They include:

- Consumers
- Investors
- Businesses
- Academia
- The Government
- Licensed Utility Service Providers
- Members of the Public

5. Our Commitment to You

We are dedicated to providing you with the highest standard of service delivery. We will listen to, and work with you to make sure that you get the guidance, intervention and assistance required. In delivering our services, we are committed to the following:

- Treat everyone with respect and courtesy
- Know our roles and the mandate of the Organisation
- Treat your concern as our concern
- Communicate with you in a timely and courteous manner
- Assist you and be responsive to your needs
- Treat you professionally
- Provide timely and acceptable services
- Protect your information and only use it for the right reasons
- Make it easy for you to contact us

6. Our Service Standards

The following represents our Service Standards

Telephone

Service Principles	Service Standards
Our telephones will be answered promptly	We will respond to your calls within four (4) rings.
We will be courteous, professional and helpful	When answering the telephone, we will listen to your needs and assist you in a prompt and professional manner. When we call you, we will provide you with our name and work area and tell you the reason for our call.
We will be accessible by telephone during normal working hours	All Divisions/Departments will have telephone service options during normal working hours. We will respond to your telephone message within one (1) working day.

In Person

Service Principles	Service Standards
We will assist you promptly	We will serve you within fifteen (15) minutes of your arrival, where practical.
We will be courteous, professional and helpful	We identify ourselves by name and function/role. We will be neatly dressed and well presented.
We will be accessible	All Divisions/Departments will have staff in the office at all times for service delivery, where practical. Our offices will be clean and comfortable, have clear signs and have current, relevant information on display.

Written Communication

Service Principle	Service Standard
We will respond to your correspondence promptly	We will reply to all correspondence in a timely manner, using the most appropriate contact method - telephone, e-mail or in writing. We will acknowledge e-mail requests within three (3) working days of receipt, and provide you with a likely timeframe for our full response.
We will be courteous, professional and helpful	We will provide accurate, helpful and timely responses that are relevant to your needs. We will provide contact details in our written correspondence. We will record all of your correspondence in our filing system.
We will be accessible	All Divisions/Departments will have staff contacts attending to correspondence at all time, where practical. We will use out-of-office e-mail messages when away from office, and provide you with alternative contact details.

7. How We Handle Complaints

We will always strive to provide the best service delivery we can offer, but we also recognise that we may not be able to consistently meet our stakeholders' expectations. We have the following procedures in place in relation to complaints about us:

You may submit an official letter/email addressed to the Divisional/Departmental Head identifying:

- Who or what you are complaining about
- What do you think was done wrong
- Details of your complaint including but not limited to date and cause of issue

Upon receipt of a complaint, we will:

- Acknowledge receipt of complaint
- Consider your complaint carefully
- Keep you informed of the progress
- Write an official response detailing the decision and action taken
- Use your complaint to improve our service delivery

8. How You Can Help Us

In ensuring excellent service delivery, we ask that you treat our staff respectfully and provide us with the relevant and accurate information we need for efficient service delivery.

9. How to Contact Us

Visit Us	Contact Us
Good Hope	1 (246) 424-0260
Green Hill	1(246) 424-0329
St. Michael	
Barbados	
Our Website:	E-mail us:
www.ftc.gov.bb	info@ftc.gov.bb
Our social media:	
Facebook	www.facebook.com/ftcbarbados
Instagram	www.instagram.com/ftcbarbados
YouTube	https://www.youtube.com/channel/UCnvVFLUXbfj0i1DlaGNeWaw
LinkedIn	https://www.linkedin.com/company/ftcbarbados