

Nottinghamshire County Council useful documents, advice and contacts:

- 1) You can request a **“No uninvited callers” sticker** for the front door. See the link below and they will post you a sticker. The sticker also has a reminder on the back about what to do when someone cold-calls, and how to report a problem cold caller.

<http://www.nottinghamshire.gov.uk/business-community/trading-standards/consumer-advice/doorstep-callers/no-uninvited-callers-sign>

- 2) A **leaflet from the council with advice on how to deal with cold callers**, how to report problems to Trading Standards (via Citizens Advice).

<http://www.nottinghamshire.gov.uk/media/111069/howtodealwithdoorstepcallers.pdf>

Reporting nuisance door-step callers:

- To report something to Trading Standards or for impartial, confidential advice, please call **Citizens Advice Consumer Service** on **03454 04 05 06**. This can include reporting a problem cold-caller/salesperson.

Council Advice on Doorstep Callers

What you should do?

- Trading Standards advise never to buy goods or services from a trader on your doorstep.
- Don't answer your door if you are not expecting a caller. If the person needs to contact you urgently, they will put a note through your door or have your contact details and be able to contact you via other means.

If you are expecting a caller:

- Put your chain or bar on before you open the door
- Check the identity of the caller. Do not let the caller into your house until you have verified the caller's ID. Do not rely on the number they give you as it may not be genuine. Verify their identity by ringing their employer using the telephone number listed in the phone book or look for the number on a bill.

If you suspect criminal activity has been taking place then you can also call the police on 101, or if a crime is actively taking place and/or someones life is in danger and there is an emergency situation then dial 999.