Our Partners

BBFA Hub

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Better Business for All
A local partnership between Businesses and Regulatory Services to promote growth

Partnership Charter
Regulators and Business Partnership Charter:

This is a voluntary undertaking between Kent & Medway Regulatory Services and local businesses.

**Aims**

To have good relationships between businesses and regulators built upon mutual trust

To work together to find the most cost effective methods of achieving legal compliance

**Purpose**

This a Charter that outlines the standards of commitment that can be expected of all Kent & Medway Regulatory Services to all our local businesses.

It gives guidance on what you can expect from your regulator and provides information on how to contact the right person for advice. It outlines how businesses can equally commit to working in cooperation with regulators, allowing regulators to focus more resource on rogue traders.

Regulatory Partners will commit to:

**Encourage local economic growth by helping businesses to comply with their legal requirements in the most cost effective way**

Make things easy for businesses to get advice from them in the first instance

**Explain the reason for each visit to businesses**

Carry out regulatory activity in a fair, helpful, transparent, proportionate and consistent way

**Coordinate services, as much as possible, to minimise unnecessary overlaps and duplication**

Consult with businesses and local business groups, when developing policies, plans and service standards

**Promote Better Business for All with businesses, consumers and regulators**

Have appeal and mediation options in place when businesses are unhappy with a regulator.

Local Businesses will commit to:

**Seek advice from Kent & Medway Regulatory Services on matters of compliance in the first instance**

Encourage other businesses to contact regulatory services for advice

**Work with Kent & Medway Regulatory Services to achieve a satisfactory outcome**

Wherever possible, take part in publicity when they feel an improvement has been made to their business through an engagement with a Kent & Medway Regulatory Service

**Give feedback and opinions on the www.BBFA.biz website on how regulators can improve on their regulatory systems**

Use Better Business for All as a guide to better business support.

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75% of businesses could have avoided prosecution just by picking up the phone.

68% of businesses wrongly expect their compliance costs to rise this year.

56% of businesses needed less regulation than they thought.