



Stakeholder Engagement Charter

Core values towards an inclusive, transparent, and collaborative approach to stakeholder engagement



Our mission is simple and impactful:

The Department of Trade, Industry & Fair Competition (DTIFC) aims to advance broad-based growth by facilitating the domestic and international trade agenda of the Turks and Caicos Islands.

We are committed to providing quality service, consistent information, unwavering support, and credible advice to all our stakeholders.

OUR WORK IS GROUNDED UPON SIX WORK PILLARS:

1. TRADE NEGOTIATIONS

The DTIFC is responsible for leading trade negotiations with key trading partners to reduce or, as appropriate, eliminate tariffs, non-tariff barriers (NTBs), and other trade restrictions on goods and services of interest to Turks and Caicos Islands (TCI).

2. TRADE PROMOTION

The DTIFC is responsible for assisting importers, exporters, and MSMEs in a variety of industries to source supplies, as well as to market their goods and services in the domestic and overseas markets.

3. TRADE FACILITATION

The DTIFC is responsible for working with key stakeholders to ensure that regulatory procedures are simplified, modernized, and harmonized to support the free movement of goods on the domestic market as well as across national borders.

4. TRADE-RELATED TECHNICAL ASSISTANCE

The DTIFC is responsible for assisting the TCI business sector with building their trade capacity so that they can participate more effectively in domestic and global trade.

5. TRADE POLICY LEGISLATION

The DTIFC is responsible for reviewing existing trade legislation and drafting new trade legislation geared towards the growth and improvement of trade and business in the Turks and Caicos Islands. The aim is to create a well-functioning economic environment conducive to enterprise development, increased trade and investment, and improved consumer welfare.

6. TRADE ANALYSIS

The DTIFC is responsible for analyzing bilateral, regional, and multilateral trade flows to influence government policy/ sectoral studies/individual product studies.



The Department of Trade, Industry, and Fair Competition believes that stakeholder engagement is a building block for a more informed decision-making process.

Stakeholder engagement is essential in building mutually beneficial relationships, which serves to create trust and goodwill.





Our stakeholders include national, regional, and international partners.

These are individuals or organizations involved in or affected by domestic or international trade; trade and industry associations; government departments and agencies; academia; and civil society groups.





Core Values

Our 5 core values affirm our commitment to fostering a holistic approach to stakeholder engagement.

1.

INCLUSIVITY

2.

TRANSPARENCY

3.

PROFESSIONALISM

4.

RESPONSIVENESS

5.

CONNECTIVITY



1. INCLUSIVITY

Our engagement is inclusive!

It is grounded on the premise that those who have a stake in our work will be given an opportunity to have their say.

We will ensure that our stakeholders are adequately informed of relevant information and are provided with the appropriate channels to provide feedback.

2. TRANSPARENCY

Our engagement is transparent!

It is grounded on the premise that transparency produces trust and goodwill while safeguarding the Department's reputation amongst its stakeholders.

We will be clear about the process by which we administer and enforce trade regulations. We will collect and publish outcomes via the TCIG Government Press and on our website. We will also provide focused data on specific work activities for you to measure our operational performance.





3. PROFESSIONALISM

Our engagement is built on professionalism!

It is grounded on the premise that the best outcomes are achieved when there is the adoption of the appropriate attitudes and behaviours when dealing with our stakeholders.

We are committed to ensuring that our interactions with stakeholders are based on the highest levels of integrity and honesty. Our team will focus on helping you find solutions to your business needs, and will ensure that your needs are prioritized. Most importantly, we will ensure that our team members are held accountable for their interactions with you.

4. RESPONSIVENESS

Our engagement is responsive!

It is grounded on the premise that providing great service to our stakeholders equates to being mindful and attentive to their feedback. It also takes into account how timely and efficient our team is when responding to enquiries and requests from our stakeholders.

We are committed to maintaining frequency and consistency in communication until stakeholder requests are fully resolved. Our team will review and learn from past interactions with you in order to improve how we engage with you.





5. CONNECTIVITY

Our engagement is built on strong connections!

It is grounded on the premise that long-term and viable relationships with our stakeholders can lead to more productive outcomes. As a result, we encourage regular interactions with our stakeholders.

We are committed to developing mutually beneficial relationships based on trust and respect to undergird the domestic and international trade agenda of the Turks and Caicos Islands.



CONSUMER COMPLAINTS

The Department of Trade, Industry, and Fair Competition is responsible for the implementation and enforcement of the Consumer Protection Ordinance.

We are committed to using the appropriate steps to review and investigate consumer complaints, while acting in accordance with the TCI Consumer Protection Ordinance.



CONSUMER COMPLAINTS PROCESS

A 5-STEP PROCESS



1

**FIND
YOUR
RECEIPT**



2

**CONTACT
THE
SELLER**



3

**IF NO
REDRESS IS
GIVEN, FILE A
COMPLAINT**



4

**DEPARTMENT OF
TRADE
LAUNCHES
INVESTIGATIONS**



5

**IF CONSUMER IS
NOT SATISFIED
WITH OUTCOME,
APPEAL TO
TRIBUNAL**



How does the Department of Trade investigate consumer complaints?

1.

Our Team receives and reviews the consumer complaint via telephone, email, or online complaint form.

2.

Our Team contacts the consumer for confirmation of case details.

3.

Our Team reviews the TCI Consumer Protection Ordinance for case justification.

4.

Our Team contacts the provider concerning case details.

5.

Our Team assesses whether further investigations are necessary.

6.

The Director of Trade provides a ruling on case. (N.B. If the consumer is not satisfied with the outcome, there is the opportunity to appeal to a Tribunal).



CONNECT WITH US!



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