Trading Standards Business Approval Scheme

Code of Practice

WIRRAL

TRADING STANDARDS
BUSINESS APPROVAL
Treating Customers Fairly

Introduction

The Trading Standards Approved Business Code of Practice defines the promises made by certified members in the provision of delivering goods and services to consumers. The code sets out standards that the business will comply with in these areas:

- Customer Service
- Goods & Services
- Business Compliance
- Staff Development
- Sales & Marketing
- Complaint Handling

Approved businesses are legally bound to the code in its entirety and will ensure that their staff are aware of their legal obligations as well as their responsibilities under this code.

This code has been developed by Trading Standards to provide an assisted self regulatory regime by which businesses can demonstrate their intention to operate as responsible good businesses and have agreed to work with Trading Standards to resolve any dispute that may arise.

The Code:

Our Customer Service

'The level of service you can expect from us'

- We deliver high standards of customer care.
- Our staff are always polite, friendly and helpful.
- We will ensure that all aspects of work are communicated clearly to you.
- If we cannot take your telephone call, there is an answer phone message stating our trading name and we will return your call within 24 hours.
- We will endeavour to keep appointments with you but in circumstances when we need to re-arrange appointments, we will inform you as soon as possible.
- On completion of any work, you will be given a customer feedback form. Feedback will be used to continuously improve our service.

Our Goods & Services

'We promise to deliver quality goods & services'

- We will ensure that all our goods are safe and comply with legislation.
- We ensure that goods supplied are of a satisfactory quality and accurately described.
- If the goods on sale are not perfect, that is 'seconds', we will bring any defects to your attention prior to purchase.
- We will provide you with a detailed quote that is inclusive of labour, parts and VAT.
- Any changes to the work specified or extra costs will be agreed prior to work commencing.
- We will agree with you a delivery date and specific delivery time for goods and services.
- In circumstances where goods or services cannot be delivered on an agreed date and we fail to notify you within a reasonable amount of time, you maybe entitled to compensation for any losses incurred.
- We always check our work after completion to ensure that it has been carried out with reasonable care and skill.
- Any guarantees will be provided to you in writing detailing in full, clearly and concisely, the terms and conditions of the guarantee.
- We will issue you with a receipt for all goods and services sold.
- For repair jobs, you will receive a receipt for the goods that accurately describes them along with an estimation of how long the repair will take and an estimated cost. If the repair exceeds this estimate, you will be informed of the reasons for the delay and a new estimated date.

Our Business Compliance

'We comply with all legislation to our business'

- We will make you aware that we have agreed to this code.
- We are aware of our statutory obligations and will not attempt to restrict your statutory rights in any way whether by a notice or conduct.
- We will not do anything that is unfair or misleading and will inform you of all information that may affect your decision to purchase.
- Our company name is displayed on our business premises so it is clear who you are contracting with.
- We have public liability and employers insurance in place to protect both you and us.
- We comply with this code of practice.
- We will ensure that if the contract is made in your home or place of work, you will be given a clear notice of your right to cancel.
- We will comply with the requirements of the Consumer Credit Act 1974 (as amended).
- We will provide any terms and conditions to you prior to the agreement of any contract and ensure that they are fair and used fairly.
- We take responsibility for any subcontractors that we use.

Our Staff Development

'We invest in our staff to ensure that they are fully trained and qualified'

- All of our staff are familiar with relevant legislation, obligations and requirements and will act in accordance with the spirit of the law.
- We invest in training to ensure all staff are knowledgeable, competent and proficient.
- Our staff are competent to carry out the work within their responsibilities. Trainees will be supervised by a qualified and competent person.
- Our staff are committed to completing work accurately and efficiently and will be attentive.
- Staff will be professional and treat you and your property with respect and care.

Our Sales & Marketing

'We will not mislead or use high pressure sales techniques'

- All of our goods and services are accurately described and priced.
- Any sales promotions, special offers or sale prices are clear.
- We will not use high pressure sales techniques or cold calling.
- Our website meets all legal requirements.
- We are entitled to use the logos that we display.

Our Complaint Handling

We will deal with all complaints effectively

- We operate a customer complaints procedure.
- We will give you our customer care and complaint form once the contract starts.
- If you are dissatisfied with the goods or services you have received from us, we want to hear from you as soon as possible in order to resolve any issues you may have.
- We will acknowledge your complaint within 24 hours of receiving it.
- We will meet you within 5 days of receiving your complaint and inform you of what steps will be taken to resolve any dissatisfaction.
- We will keep you informed as to how the complaint is being handled and the reason for any delays.
- In the event that your complaint remains unresolved, we will refer the complaint to Trading Standards for further advice and guidance.
- We will co-operate fully with Trading Standards in an effort to resolve your complaint.

For more information please contact:

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