



## Complaints procedure

### 1. Introduction

CTSI act as administrators for the Consumer Codes Approval Scheme (CCAS), on behalf of the Consumer Codes Approval Board (CCAB). The scheme operates as a Community Interest Company (CIC).

The scheme sets out a rigorous criteria that all codes of practice, approved through the scheme, must adhere to. We always aim for code sponsors to provide a high standard of customer service.

If you are unhappy with your dealing with a code sponsor, then this document details what you need to do.

Initially you must speak to the code sponsor and raise a service complaint with them, to give them the opportunity to resolve the issue. If this is unsuccessful then you can raise your concerns about the code sponsor with the scheme administrators.

Please note that we cannot advise about individual complaints, nor can we become involved with, overturn or change a decision reached by ADR.

### 2. Definitions

**Code Sponsor:** The trade body responsible for administration of the code.

**Code Member/Subscriber:** A business that is a member of an approved consumer code.

**Chartered Trading Standards Institute:** Administrators of the Consumer Codes Approval Scheme on behalf of the Consumer Codes Approval Board cic.

**Consumer Codes Approval Board:** An independent Board responsible for overseeing the operation of the Consumer Codes Approval Scheme (CCAS).

**Alternative Dispute Resolution (ADR) Scheme:** A third party who can look objectively at a complaint once a code sponsors internal complaints process has been exhausted.

### 3. Complaints we can handle.

We can only handle complaints if it involves a code sponsor who is failing to operate their code effectively. This can include, but is not limited to:



- i) Denying access to Alternative Dispute Resolution
- ii) Misleading consumers over their identity

#### **4. Complaints we cannot handle.**

We cannot handle complaints against code members, please contact the code sponsor directly.

We cannot overturn or influence Alternative Dispute Resolution (ADR) decisions, please check the ADR schemes' procedure for challenging a decision.

Allegations of criminal acts or unfair trading should be referred to your local trading standards service. The CCAB are not able to refer any matters on your behalf.

#### **5. Making a complaint**

We aim to handle complaints effectively, in a fair and honest way, and will respond to your complaint in full within 28 working days.

We take all complaints seriously and use valuable information from investigating to help us improve the code scheme. We treat all complaints in confidence and will only contact the code sponsor on your behalf, with your permission.

#### **6. How you can make a complaint**

You can complain by sending an email to [ccasfeedback@tsi.org.uk](mailto:ccasfeedback@tsi.org.uk)

#### **7. Anonymous complaints**

We deal with anonymous complaints under the same procedure; however, it is better if you can provide contact details so we can tell you the outcome of our investigation.

#### **8. How we handle complaints**

The scheme administrator will initially review the complaint to check that it is within scope of investigation (see point 3 above). Should this be the case then you will be contacted with details of what we will do with your complaint, or we will let you know why we can't.

This could be:

- i) Contacting the code sponsor to request more information.
- ii) Asking the code sponsor to perform a specific action.
- iii) Directing the code sponsor to change or alter wording etc.



- iv) In serious cases, referring the complaint to the Consumer Codes Approval Board, who have the power to remove CCAS approval.

We will acknowledge a complaint within 3 working days and give you the name of the person dealing with it.

We will keep you informed about the progress of the investigation. We aim to have all complaints finished within 28 working days unless we agree a different time scale with you.

## **9. Time limits**

You should complain as soon as you can after the date on which the event occurred or came to your notice. If you complain more than twelve months later, we may not be able to investigate properly. But we shall also consider whether you had good reason for not making the complaint sooner and whether, despite the delay, it is still possible to investigate the complaint effectively and fairly.

## **10. Further steps**

At any stage during the process, if you are not happy with the way that your complaint has been dealt with, please contact us by email at [ccasfeedback@tsi.org.uk](mailto:ccasfeedback@tsi.org.uk)