



Code of Professional Conduct

As the professional body for Trading Standards, the Institute is the voice of a community of its members committed to championing consumer protection and support for legitimate business. We set high standards of entry for membership and require our members to adhere to the standards and behaviours set out in this Code.

These obligations apply universally to all individual CTSI members who are required to uphold and maintain them. We take concerns regarding alleged breaches of the Code very seriously. Investigation and conduct procedures apply to any breaches, and these are set out in the Membership Regulations available on the CTSI website.

1 Professional Competence and Behaviour

Members of CTSI shall:

1.1 owe their professional duty in all individual professional matters to their employer (or client if self-employed) and should fulfil that duty to the highest professional standards

1.2 notify CTSI if a conflict arises between the requirements of an employer (or their client) and the aims and objectives of the Institute

1.3 notify CTSI of any civil or criminal proceeding outcomes that may bring their character or professional standing into question

1.4 maintain professional knowledge and competence through continuing professional development to ensure they provide a professional, up to date and competent service

2 Ethical Standards and Integrity

Members of the CTSI shall:

2.1 be honest and courteous at all times.

2.2 champion professional practices that promote equality of opportunity, diversity and inclusion and support human rights and dignity

2.3 demonstrate and promote sensitivity for the customs, practices, culture, and personal beliefs of others

2.4 not accept any preferential loans, gratuities, or other benefits, which could compromise or potentially compromise their professional integrity and which could be held to have been offered solely as a result of their professional position

3 Representative of the Profession

Members of CTSI shall:

3.1 act in a way which supports and upholds the reputation and values of CTSI and the Trading Standards profession

3.2 report any potential breach of this Code to CTSI

3.3 uphold their responsibilities as professionals towards the wider community

3.4 comply with prevailing laws and not encourage, assist, or collude with others who may be engaged in unlawful conduct

3.5 be a role model for maintaining the highest standards of ethical conduct

4 Professional Standards

Members of CTSI shall:

4.1 treat all people, colleagues, clients and any other stakeholder, with respect, acting fairly and reasonably at all times

4.2 challenge others if they suspect unlawful, unethical or inappropriate conduct or behaviour, taking action or raising concerns as appropriate

4.3 ensure that their professional judgement is not compromised nor could be perceived as being compromised because of bias, or the undue influence of others

4.4 assist fellow Members and wherever possible share information and expertise which may be of assistance in the proper performance of their statutory duties, or the objectives and interests of the Institute