



Case study

QA Scheme Support Services (QASSS) and HIES

Watch this video case study to find out how one consumer had issues following the fitting of solar power and the company went bust. She turned to HIES for help who resolved the issue for her - <https://qasss.co.uk/wp-content/uploads/2020/07/ADR-video-testimonial.mp4>

You can find more information about the HIES Scheme here - <https://www.tradingstandards.uk/commercial-services/code-sponsors/home-insulation-and-energy-systems-quality-assured-contractors-scheme>

ENDS

Notes for Editors:

For press queries, email CTSI Press Office: pressoffice@tsi.org.uk, or call 01268 582240.

The Consumer Codes Approval Scheme is facilitated self-regulation. It aims to promote consumer interests by setting out the principles of effective customer service and protection. It goes above and beyond consumer law obligations and sets a higher standard, showing consumers clearly - through the right to display the CTSI approved code logo - that code members can be trusted.

Chartered Trading Standards Institute (CTSI)

The Chartered Trading Standards Institute (CTSI) is a training and membership organisation that has represented the interests of the trading standards profession since 1881, both nationally and internationally. It aims to raise the profile of the profession while working towards a safer, fairer, and better-informed society for consumers and businesses. CTSI's members deliver frontline trading standards services in local authorities. www.tradingstandards.uk.