

Consumer Codes Approval Scheme complaints process

Are you a consumer?

If you are a consumer and need general advice regarding a faulty product or service, please contact the Citizens Advice Consumer Service. [You can find contact details for general help on the help and advice page.](#)

Do you wish to complain about a business that is a member of an approved code?

If you wish to complain about a business displaying the CTSI approved code logo:

1. Please speak to the business first, to give them the opportunity to resolve the issue. They should be able to provide you with details of their complaints process.
2. If the matter is not resolved, please complain to the code sponsor. A list of [Code sponsors and their websites](#)
3. Code sponsors are required to provide you with access to Alternative Dispute Resolution (ADR) if your complaint can not be resolved informally.

Unfortunately, CTSI cannot advise about individual complaints.

Do you wish to complain about a code sponsor?

1. Please contact the code sponsor first, to give them the opportunity to resolve the issue. Please note, we cannot become involved with, overturn or change any decision or remedy of the ADR process
2. If a resolution cannot be agreed, you can raise a complaint about a code sponsor (not individual code members) by emailing ccab@tsi.org.uk

Are you a trading standards professional?

If you are a trading standards professional and have a complaint or enquiry regarding the CCAS, please contact the CCAS team on ccab@tsi.org.uk