



Complaints procedure

1. Introduction

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.

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: Operators of the Consumer Codes Approval Scheme.

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

Alternative Dispute Resolution 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 decision

Allegations of criminal acts or unfair trading should be referred to your local trading standards service (Please note that CTSI is unable to do this on your behalf).



5. Making a complaint

We aim to handle complaints quickly, effectively and in a fair and honest way. 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 on your behalf, with your permission.

6. How you can make a complaint

You can complain by sending an email to ccab@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

An executive or manager at CTSI 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 case.

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 CTSI approval

We will acknowledge a complaint within 5 working days and give you the name and contact details of the person investigating 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 the service is dealing with your complaint you can contact the Director of Operations at:

Chartered Trading Standards Institute
1 Sylvan Court, Sylvan Way
Southfields Business Park
Basildon
SS15 6TH

ccab@tsi.org.uk