

Chartered Trading Standards Institute

Consumer Codes Approval Scheme Consultation

Amendments to the core criteria and guidance

March 2019

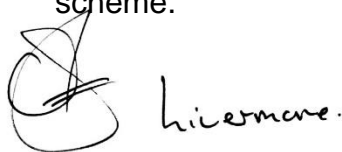
Foreword

The Consumer Codes Approval Board is pleased to announce its proposals for the revision and strengthening of the criteria for approval of consumer codes of practice.

CTSI has been operating the Consumer Codes Approval Scheme (CCAS) since April 2013 when it took over responsibility from the Office of Fair Trading. The scheme aims to raise consumer service standards through the approval and promotion of self-regulatory business-to-consumer codes of practice. The two-stage approval process includes the code sponsor meeting set code criteria including the provision of clear pre-contractual information, monitoring procedures, protection of prepayment and independent dispute resolution schemes.

We are keen to learn the views of all current code sponsors, prospective code sponsors and stakeholders on the proposed amendments to the core criteria and guidance.

Your responses will help to ensure that the core criteria remain fit for purpose for both businesses and consumers and help us to continue to achieve our aims for the scheme.



Leon Livermore
Chair
Consumer Codes Approval Board

Responding to the consultation

When responding, please state whether you are responding as an individual or representing the views of an organisation.

Comments must be received no later than 12.00 noon on Friday 26 April 2019 and should be emailed to ccab@tsi.org.uk or to the address below:

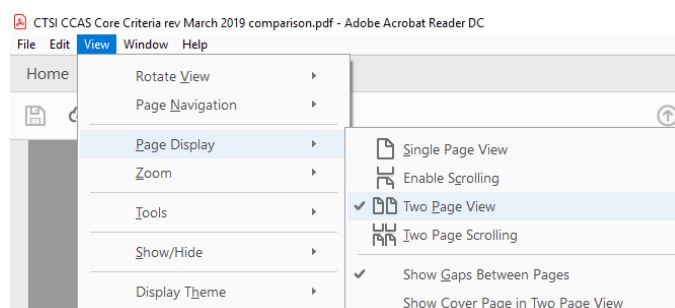
Consumer Codes Approval Scheme
Chartered Trading Standards Institute
1 Sylvan Court, Sylvan Way
Southfields Business Park
Basildon, SS15 6TH

Proposed changes

A summary of the proposed changes can be found below for each section in the Core criteria and guidance document. Many of the proposed changes are for clarity purposes.

A full comparison document is available on the website showing the current version of the code criteria and the proposed amendments per page.

When you open the PDF document in Adobe Acrobat Reader select **View – Page Display – Two Page View** this will enable you to see the original page on the left and the amended page on the right. Changes are highlighted in yellow.



GUIDANCE ON THE CORE CRITERIA FOR THE CONSUMER CODES APPROVAL SCHEME (CCAS)

- Requirement to achieve Stage 2 within a 2-year period after achieving Stage 1 is reiterated.
- An appeal process has been introduced should a prospective code sponsor be unhappy about a decision made by the Consumer Codes Approval Board in relation to an application.

Organisational Criteria

A1:

- Reworded paragraph in 'more information' for clarity and accuracy

A3:

- Added sentence into 'more information'

A4:

- A new criterion has been added to section A4 entitled Fit and Proper Person. This has been introduced to ensure that organisations that seek to become CCAS approved code sponsors can demonstrate honesty and integrity in all of its activities.

Preparation

B1:

- Wording amended to removed “ethnic”

B2:

- Sentence added to consider the option of introducing a Memorandum of Agreement to sectors where multiple codes operate to ensure consistency and collaborative working practices

Content of Codes

C1:

- Added sentence into ‘more information’ to provide CTSI with Key Performance Indicators information on an annual basis

C3:

- Changes to the names of the relevant codes of advertising

C8:

- Addition of cooling off periods when required by law

C9:

- Added sentence to ‘more information’
- Amended areas of ‘typical evidence’ for clarity

C10:

- Additional sentence providing consumer with how a guarantee or warranty is an addition to their usual rights

C11(2):

- Removed sentence relating to gift cards

C12:

- Amended sentence for clarity

C13:

- Added Unfair Commercial Practices Directive

Handling complaints

D1:

- Amended sentence to include an address

D2:

- Added sentence for intermediary to provide proof they are acting on behalf of a complainant if requested

Monitoring of Codes

E1:

- Amended sentence for clarity

E3:

- Added date to be agreed with CTSI for annual report

E3(2):

- Amended sentence for clarity

Enforcement of Codes

F1:

- Paragraph inserted Code Sponsors to ensure that their members are 'fit and proper'

Publicising Codes:

G1:

- Added sentence to 'our aim' that consumers should know that a business is a member of a consumer code
- Added sentence to 'typical evidence' re marketing and displaying of the consumer code logo

G4:

- Added information into 'our aim' in relation to publicity that has the potential to bring the scheme into disrepute

G5:

- Changed providing a list of members to CTSI from 'monthly' to 'annually'

G5(2):

- Added sentence into checklist for clarity

About CTSI

- This has been updated

If you have any questions regarding this consultation please contact:

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