

The Consumer Codes Approval Scheme (CCAS)



'The consumer code adds great value for our consumer facing members and provides an additional benefit from their membership of the GGF. Having the approval of CTSI adds real credibility to our members business and sets them apart. This recommendation from CTSI to consumers to use code operators gives our members a great advantage over competitors and allows them to demonstrate their commitment to the highest level of consumer standards'.

Glass and Glazing Federation



'All four of our comprehensive Codes of Practice are backed by the trusted Consumer Codes Approval Scheme. This gives today's motorists the all-important peace of mind that when they see the widely-recognised Approved Code logo displayed by any of the vehicle manufacturers, warranty providers or thousands of garages and car retailers that are accredited to us, they know that these businesses have committed to providing customers with a high standard of service and workmanship'.

The Motor Ombudsman



'The NBRA are a member based organisation, run by and governed by our members. The value of the Consumer Codes Approval Scheme gives our members a great benefit when it comes to their customers. The recognition of the CTSI logo, displayed alongside our logo really tells our members customers that the business is one they can trust. The NBRA Code of Practice is a great way for us to offer self-regulation to the body repair industry and show that we and our members put customers first.'

National Body Repair Association



'The Consumer Code for New Homes has been established to be of maximum benefit to consumers. Its ultimate aim is to provide a genuine commitment to consumers; to improving standards of construction and raising customer service standards. Independent, third party accreditation by CTSI reinforces what CCNH represents.'

Consumer Code for New Homes





Our aims

The CCAS is designed to:

- reduce consumer detriment; for more transactions, by more consumers, in more circumstances
- be inclusive, independent, sustainable, visible, and well-understood

Now, consumers can look out for the **CTSI approved code logo** when searching for a trader, and be confident that any approved business they choose has a proven commitment to honest business and higher customer standards.

What is the Consumer Codes Approval Scheme (CCAS)?

The CCAS is facilitated self-regulation, that aims to bolster consumer protection and improve customer service standards by:

- the approval and promotion of codes of practice
- setting out the principles of effective customer service
- requiring traders to have robust alternative dispute resolution

'Householders considering installing small-scale renewable energy systems at their homes have added reassurance through CCAS that RECC-approved installers have been through a rigorous process to establish their credentials'.

Renewable Energy Consumer Code



'As the code is backed by a respected third party, it provides reassurance to consumers that our members provide expert advice and after sales service and they can buy with confidence. To the retailers it can help close a sale'.

The Carpet Foundation



'The approval process proved to be rigorous but it taught us a lot about consumer law, risk management, compliance and monitoring – and we are a much better organisation because of it. The code has provided a standard by which our members can ensure they provide clients with the highest standards of service and meet their obligations arising from the complex maze of consumer legislation'.

Institute of Professional Willwriters



RAISING OF
STANDARDS

TRUST



EFFECTIVE
CUSTOMER
SERVICE

CONSUMER
PROTECTION

The benefits start here...



To be an approved code sponsor means:

- ✓ being part of a robust, independent code approval scheme that inspires confidence of your members, potential members, policy-makers and, ultimately, consumers
- ✓ embracing the opportunity to grow your membership base and increase market share, through a commitment to reducing consumer detriment
- ✓ you and your members can display the CTSI approved code logo, which reassures consumers



Business benefits:

- ✓ displaying the CTSI approved code logo will help you promote your business as one that consumers can trust, giving you a commercial advantage over competitors
- ✓ your business can - by adhering to an approved code - demonstrate a higher level of customer service and customer protection, such as a robust customer complaints procedure and clear pre-contractual information. This will help you to attract and retain customers
- ✓ drive up customer standards within your sector and so raise overall consumer confidence by being part of an approved code



Consumer benefits:

- ✓ when you engage a business carrying the CTSI approved code logo you can have confidence that the business can be trusted
- ✓ businesses will be regularly audited and monitored to ensure they comply with the high standards set by their approved code of practice
- ✓ by using an approved trader, you will have protection above and beyond your normal consumer law rights

'Our members really enjoy being able to tell their customers that they are a member of a CTSI approved consumer code. It is not easy to become an approved code, but it should not be and only the very best should get through. We are proud to be part of the CTSI family'.

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'The Retail Motor Industry Federation, through its Standards and Certification body (RMISC), works to raise standards across the motor industry. Bringing Trust My Garage, the code for Independent Garages, into the CCAS provided an important additional level of reassurance for consumers as a result of the association with the Chartered Trading Standards Institute. The CTSI logo, when displayed alongside the Trust My Garage shield, is a valued addition to a brand which stands for all that is best in the independent garage sector'.

Trust My Garage



'The BHTA Code of Practice is overseen by CTSI and reassures consumers and healthcare professionals alike that they are dealing with companies who offer valuable advice and a no pressure sale at a time when they may be experiencing a change in life circumstances. Finding the independent products they need via BHTA members can help to provide a less stressful experience'.

British Healthcare Trades Association



 CTSIconsumercodes

 @consumercodes

 Consumer Codes Approval Board

 @ConsumerCodes

How can I find out more?

Please visit **www.tradingstandards.uk/consumers**

where you can find all the information you need about joining the scheme and much more.
In addition you can email **ccab@tsi.org.uk**

Chartered Trading Standards Institute

1 Sylvan Court, Sylvan Way, Southfields Business Park, Basildon, Essex SS15 6TH