

# INFORMATION FOR CUSTOMERS USING A TRADING STANDARDS ACCREDITED MEMBER

Trading Standards Accredited (TSA) is operated by Telford & Wrekin Council's Trading Standards Service.

We know that finding the right trader can be a big worry; we've all heard stories about cowboy builders, dodgy workmen and rip-off merchants.

The Trading Standards Accredited scheme can help you to find honest and reliable businesses that commit to doing a good job for a fair price, sell goods which are of satisfactory quality and provide excellent customer care.

Telford & Wrekin Trading Standards carry out full checks on all members of the TSA scheme.

## Who can use this service?

You don't have to be a Telford & Wrekin resident, everyone is welcome to use the TSA scheme.

## How to find a Trading Standards Accredited member

- Search the Trading Standards Accredited website [www.tsaccredited.co.uk](http://www.tsaccredited.co.uk)
- Telephone the Telford & Wrekin contact centre on 01952 380000 (Mon to Fri 9am to 5pm)) and a representative will do a search for you.
- Look out for our Trading Standards Accredited logo on work vehicles or window stickers in retail premises. You can verify membership by searching for the trader on our website.

## Benefits of using a Trading Standards Accredited Member

- Members are fully checked by trading standards before being accepted to the scheme.
- All members are committed to providing goods and services legally, honestly and fairly and good customer service.
- Members sign up to a comprehensive code of practice.
- We encourage feedback on our members. This feedback appears on our website to help other customers pick the right business for them.
- In the unlikely event that you use a Trading Standards Accredited member and things go wrong, trading standards will get involved in your query and seek to resolve it. If the member is at fault, they may be warned about their conduct or removed from the scheme altogether.

## Top Tips for Trading Standards Accredited Customers

- Even if you are using a Trading Standards Accredited member, it is still sensible to get more than one quote and shop around for the best price.
- When you are contacting a Trading Standards Accredited member, always check whether there are any fees to pay such as a call out or inspection charge for diagnosing a fault.

Members are in business and are allowed to charge for their time and expertise but any such fees should be clear in advance.

- Make sure that you are clear about what work you want the TSA member to do for you – put it in writing to be certain. Not having a clear understanding of exactly what was required is a common reason why things go wrong.
- When the work is done, please go to the member's listing on our website and complete the 'submit review' section to tell us what you think about the trader. This helps us to maintain the quality of the Trading Standards Accredited members on the scheme and helps other customers to get the right TSA member for their job.

## What to do if things go wrong

If you have used a TSA member it is very unlikely that things will go wrong but occasionally they do. If you are not happy with the goods or services provided, the scheme has a complaint procedure you can follow.

1. Raise the matter with the trader first. We would expect a TSA member to work with you to try to resolve the issue.
2. If you require legal advice on your dispute, please contact the Citizens Advice Consumer Service (CACS) in the first instance on 03454 040506 [www.citizensadvice.org.uk/consumer/get-more-help/if-you-need-more-help-about-a-consumer-issue](http://www.citizensadvice.org.uk/consumer/get-more-help/if-you-need-more-help-about-a-consumer-issue). CACS offer advice on behalf of trading standards and will give you guidance on your legal rights and how to proceed with your complaint.
3. If this does not resolve the problem please email the TSA team at [tsaccredited@telford.gov.uk](mailto:tsaccredited@telford.gov.uk)  
Trading standards will review the complaint and offer further advice where appropriate. In certain circumstances an officer from trading standards will work with both parties to resolve the dispute. The officer may make suggestions to both parties as to how the complaint could be successfully resolved.

If you don't have a complaint but would like to provide feedback/review a TSA member, good or bad, please see how to: [www.tsaccredited.co.uk/Home/MemberReviews](http://www.tsaccredited.co.uk/Home/MemberReviews)

*This proposal is not legally binding on the customer or the TSA member. Either party may use the civil courts to resolve a contractual dispute however it should be noted that trading standards can no longer be involved once civil proceedings are commenced.*

Please also see [www.tsaccredited.co.uk/Home/SchemeLimitations](http://www.tsaccredited.co.uk/Home/SchemeLimitations)