



Chartered Trading
Standards Institute

The Consumer Code of Practice -Site Audit November 2022

Background information

The Home Insulation and Energy Systems Contractors Scheme (HIES) is a consumer protection organisation. Set up in March 2012, it was established to develop an enhanced energy systems).
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Consumers who purchase systems from HIES members receive, free of charge:- Deposit & Stage Payment Protection (up to 25% of the contract value)

Audit Summary

With the home improvement boom that occurred during and after the Covid pandemic 2021/22 has been a busy year for many renewable installers and applications for membership of HIES increased and continues to do so

Lite AHC this is used where members have registered at least one consumer contract in the last 12 months and completed a Comprehensive AHC within the last 24 months.

If the member is required to leave HIES, they must cease to use the HIES & CTSI logo within 28 days and HIES will inform various bodies within the renewables sector including MCS¹.

Marketing and Advertising by

Dispute Resolution service provided by HIES that is used to resolve disputes between consumers and traders, hopefully preventing the need to go to court.

HIES use the Dispute Resolution Ombudsman to investigate and settle any disputes between members of their schemes and their consumers that have not been settled at an earlier stage. Consumers have free access to the Dispute Resolution Ombudsman (HIES covers the fees for this). T

Customer Satisfaction and Feedback

A total of 3140 customer satisfaction questionnaires were completed and forwarded to HIES to date in 2022. This is a significant number of responses, demonstrating that HIES has a meaningful data set to draw from when measuring customer satisfaction and feedback.

A survey for consumers to complete on their experience with the member is sent by email. All surveys are uploaded onto the members accounts and HIES monitor the survey scores. HIES conducts continuous monitoring of the results and any member who consistently scores less than 70% is monitored more closely.

Training provided to Code Members to meet their obligations

HIES have developed a comprehensive suite of model template documents for
These include model T&Cs for different types of installations, an Equality and Safeguarding Policy, a model complaints policy, a Quotation Template etc.

Conclusions

Following a period of change and development for HIES, an ambitious new member monitoring process has been introduced. This has evolved following lockdown restrictions during the pandemic and is almost entirely online. In this current period of a steep increase in member numbers, the new monitoring regime alongside the production of model documents which should