



Chartered Trading
Standards Institute

The

Terms and Conditions and other Pre-Contractual Information

The Institute provides standard terms and conditions and pre-contract information to its members.

Members who accept any payment made in advance are required to take part in an approved prepayment protection scheme such as a client account or the Institute's payment protection scheme. This is checked during onsite audits.

Of the five member audits examined, all terms and conditions including pre-contract information and cancellation rights were found to be complying with the code of practice.

Customer Service Provisions

One of the Institute's objectives is to ensure that the services provided by its members are delivered professionally, ethically and competently.

The Institute provides comprehensive training and guidance on dealing with vulnerable consumers. Members are given a risk assessment matrix as part of the compliance pack, outlining guidance and steps to take when dealing with more vulnerable consumers on various issues such as undue influence and testamentary capacity.

As part of the Institute audit checklist, all members are required to give extra help to vulnerable people. Of the five member audits examined, no evidence of extra help not being given to vulnerable people was found.

Consumer Complaints Process

Guidance on making a complaint is contained in a booklet available on the IPW website.

The IPW code requires that letters of dissatisfaction should be acknowledged within five working days and will include information on how the issues raised will be dealt with. The firm then has 56 days to complete and respond to those issues.

If the client is still not satisfied, they can either:

- I. Refer the matter to the Legal Ombudsman
- II. Use the IPW Alternative Dispute Resolution (ADR) service, which has received accreditation from CTSI under the Alternative Dispute Resolution for Consumer Disputes (Competent Authorities and Information) Regulations 2015. IPW have moved to fully compliant ADR for the whole complaints process
- III. Pursue the matter through the courts

Three complaints were dealt with in the ADR and all three were upheld, these are detailed in the annual report.

The Annual report dated August 2022, which detailed compliance and monitoring activities was examined.

