



Chartered Trading
Standards Institute

The

Internet searches for positive/negative comments i.e., Trustpilot, Google reviews, Facebook, Yell, Checkatrade. Phone number check for any cold-calling.

MOU (Memorandum of Understanding) check, whether been a previous member of RECC and any adverse information which may impact our decision to proceed.

memberships and accreditations or over-promising services which are unattainable.

Checks for certifications for subcontractors (if applicable) and certificates the applicant may have obtained pre- application.

Director checks for any allegations of fraud, convictions, or undesirable trade practices. A review of associated/dissolved companies and what industry they were in, whether they traded, how long for and reason for any dissolutions. Determine if there was any consumer detriment.

4. Document review:

Contract/Quotation Ensure clarity and fairness of terms and transactions of the documents and that they include dispute resolution service details, how data is used, cancellation rights, key project dates.

Workmanship Guarantee Ensure the duration, appropriateness and the scope of the document meets the HIES Code of Practice.

Complaints Policy Ensure clarity and fairness of the document and that it provides HIES dispute resolution service.

Insurance Ensure they adhere to minimum cover requirements as per the HIES Code of Practice.

Bank statement/management accounts Reviewed to ensure financial stability for consumer protection and fraud prevention.

5. Independent peer review by Compliance department.

6. Prior to onboarding, final checks are made to ensure insurances are in date, there have been no negative changes that have occurred during the process.

The memorandum of understanding between HIES and the Renewable Energy Consumer Code (RECC) (who are the other CTSI code sponsor in the same sector), requires that both organisations share information about applicants to ensure that s where their application to join elsewhere is refused, or members have been expelled from a Code.

If an application is refused, applicants have the option to seek an appeal under the

Existing Member Inspections/Audit

HIES audits all members annually. The audit is now referred to as the Annual Health Check, which HIES believe has made it less intimidating for members.

There are four types of Annual Health Check (AHC)

1. AHC Questionnaire
2. Lite AHC
3. Full AHC

cancellation rights, customer complaints process, deposit policy, workmanship guarantee document and insurances are all reviewed.

HIES has four sets of standard T&Cs available for use by members, covering four different contract types

Consumer Complaints Process

HIES provide members with a model complaints policy and checks the implementation

HIES monitors the number of complaints received (by HIES) about each member and members are given a complaint ratio. Members with a complaint ratio of less than 5% are considered within an acceptable tolerance, almost 96.22% of members have complaint ratios under 5%

