

Chartered Trading Standards Institute (CTSI) is the CMA's national regulated
Reference - UnregulatedLegalServicesTeam@cma.gov.uk

This response is being sent on behalf of The Chartered Trading Standards Institute and has been compiled with the expertise of CTSI members.

ABOUT CTSI

Founded in 1881 (as the 'Incorporated Society of Inspectors of Weights and Measures'), today's Chartered Trading Standards Institute (CTSI) is one of the world's longest-established organisations dedicated to the field of Trading Standards and Consumer Protection. And, after more than 140 years of progress, we remain immensely proud of our close association with the Trading Standards profession and the vital work it continues to do – promoting fair business practices, tackling rogue traders and, ultimately, protecting UK consumers.

At CTSI and through the trading standards profession we aim to promote good trading practices and to protect consumers. We strive to foster a strong vibrant economy by safeguarding the health, safety and wellbeing of citizens through empowering consumers, encouraging honest business, and targeting rogue practices. We provide information, guidance and evidence-based policy advice to support local and national stakeholders including central and devolved governments. CTSI is responsible for business advice and education in the area of trading standards and consumer protection legislation, including running the Business Companion service to provide clear guidance to businesses on how to meet their legal and regulatory obligations.

CTSI delivers administrative functions of the Approved Code Scheme on behalf of the Consumer Codes Approval Board, which facilitates high principles of assisted self-regulation through strict codes of trading practice. Once approved, member businesses can then display the Scheme's Approved Code logo so that consumers can identify trustworthy businesses that have consumers and customer service at the heart of their offering to inspire confidence and reassure consumers. This also raises the standards of trading of all businesses that operate under the relevant sector's approved code. The Institute of Professional Willwriters (IPW) is an approved code under Approved Code Scheme.

CTSI runs training and development events for both the trading standards profession and a growing number of external organisations. We also provide accredited courses on regulations and enforcement.

CONSULTATION RESPONSE

One of the key pieces of guidance we have identified is the guidance on the use of the Consumer Codes Approval Board (CCAB) logo. This guidance is quite lengthy and legalistic and we wondered whether this could be shortened to make it more accessible, particularly for smaller businesses.

Yes. However, the guidance is quite lengthy and legalistic and we wondered whether this could be shortened to make it more accessible, particularly for smaller businesses.

We noticed that the guidance is focussed on the consumer law in this area, but this is just one tool in the enforcement toolbox. Consumer Codes encourage robust, facilitated self-regulation to

The CMA is also considering publishing a consumer advice document on the same matter as the final compliance guidance. Do you think having a consumer advice document is needed in this area and do you think the CMA should be highlighted by the consumer advice? If so, how should the content of such a document be framed to help consumers who need help with their complaints and how can we make it more accessible?

Consumer advice on this subject would very be welcome. We recommend that the CMA works with Citizens Advice and CTSI in developing such advice to ensure it is accessible and available to all consumers.

Enquiries relating to this response can be emailed to Suzanne Redding, Interim Codes and ADR Consultant - suer@tsi.org.uk.