

BUY WITH CONFIDENCE WHEN YOU SEE THIS SIGN



The Office of Fair Trading's Consumer Codes Approval Scheme (CCAS) aims to approve and promote business-to-consumer codes of practice which provide benefits to consumers that go beyond those provided by law. Codes that have been approved under CCAS have met strict criteria laid down by the OFT and have earned the right to display the OFT's Approved code logo. Where a business displays this logo, consumers can have the confidence of knowing that they will be dealing with a trader that has undertaken to treat them fairly if problems arise, and deliver customer service standards that go beyond minimum legal requirements.

For further details about CCAS and about the approval process please visit www.offt.gov.uk/codes

Sectors currently covered by CCAS Approved Codes (and using logo) **:

<i>Sector</i>	<i>Code Sponsor</i>
Vehicle Repairs	VBRA (Vehicle Builders and Repairers Association)
New Car Sales/Warranties	SMMT (Society of Motor Manufacturers and Traders)
Direct Selling	DSA (Direct Selling Association)
Estate Agency	Ombudsman for Estate Agents Co Ltd (OEA)
Carpets	The Carpet Foundation
Vehicle Repairs and Service	Robert Bosch Ltd
Moving companies/removers	British Association of Removers (BAR)

Sectors currently working towards approval (Stage One completers = code in place but no logo) **:

<i>Sector</i>	<i>Code Sponsor</i>
Car repairers	MVRA Ltd
Debt management	Debt Managers Standard Association (DEMSEA)
Internet retailing	Safebuy
Assistive products/mobility aids	British Healthcare Trades Association (BHTA)
Micro-renewable energy products*	Renewable Energy Association (REA)
Willwriting	Institute of Professional Willwriters
Car servicing and repair	Motor Codes Ltd

(* such as solar panels etc)

** New codes will be added from time to time, please check OFT website for most up-to-date information.

Dealing with a complaint?

- In those sectors covered by a code, consumers should check to see whether the trader is a member of a scheme.
- Under the CCAS, code members are required to have in place a speedy, responsive, accessible user-friendly procedure for dealing with complaints. Consumers should therefore use these procedures in order to resolve their dispute.

- All approved codes have a three stage process for handling complaints:
 - The complaint should first of all be made by the consumer to the trader (the member).
 - If the trader and the complainant cannot come to an agreement, then the opportunity should then be given for the complaint to be resolved through mediation/conciliation. This is usually provided by the code sponsor.
 - If this fails then the consumer should be given access to the independent redress scheme. Details on the three stage complaints handling process can be found in OFT's booklet 'Making a complaint under the OFT Consumer Codes Approval Scheme', which is available from the OFT by calling 0800 389 3158 and can be downloaded from its codes website.

How to find out more about the scheme and which traders are taking part.

- Please visit the OFT codes website – www.oft.gov.uk/codes - for general information about the scheme. The site also includes a search function that will allow consumers to find details of all sponsors of approved codes, and will also allow them to find a member of an approved code in a specific sector within their locality.
- Consumers can also contact the code sponsors direct to find details of their members (see below).

Contact details for current Code Sponsors:

VBRA	www.vbra.co.uk	0113 253 8333
SMMT	www.smmt.co.uk	020 7235 7000
DSA	www.dsa.org.uk	020 7497 1234
OEA	www.oea.co.uk	01722 333306
The Carpet Foundation	www.comebacktocarpet.com	01562 755568
Robert Bosch Ltd	www.boschcarservice.co.uk	01895 878087
BAR	www.bar.co.uk	01923 699480
MVRA	www.mvra.com	0870 458 3051
DEMSEA	www.demsa.co.uk	0113 277 7610
Safebuy	www.safebuy.org.uk	01491 411111
BHTA	www.bhta.net	020 7702 2141
REA	www.r-e-a.net	020 7747 1830
IPW	www.ipw.org.uk	08456 442042
Motor Codes Ltd	www.motorindustrycodes.co.uk	0800 692 0825

- If a trader is not covered by one of the Code Sponsors listed above, consumers should check to see whether the trader is registered with any other consumer code of practice, such as those mentioned below.

Trustmark – a scheme endorsed by Government that helps people find reliable and reputable tradespeople to carry out repair, maintenance and improvement work on their homes.
www.trustmark.org.uk

Local Authority Assured Trader Network (LAATSN) - a network of schemes run by local authority trading standards services which attract small local independent traders who have been subject to an independent and impartial application and monitoring process. www.oft.gov.uk/codes (and look under local trader schemes).

- If you have any [CCAS queries](#) please call the Codes Team on 0207 211 8987, or email them at consumercodes@oft.gsi.gov.uk, or write to the Codes Team, Office of Fair Trading, Fleetbank House, 2-6 Salisbury Square, London, EC4Y 8JX.