

# Code of Conduct and Ethics

## Members Pledge to their Checkatrade Customers: I agree to:

- 1 To be honest in all dealings with customers.
- 2 Be realistic regarding work dates, length of time to carry out contract.
- 3 If unable to carry out work estimated, to let customer know immediately, to allow customer to obtain another trader.
- 4 Keep to all appointments booked and appointment times. If you are unable to make original time or date, call customer to let them know and possibly re-schedule.
- 5 If unable to carry out contract booked, refer customer back to Checkatrade so we may assist the customer find another trader.
- 6 Return all phone messages left promptly.
- 7 Be courteous and respectful to all customers, their property and their belongings.
- 8 Reply and deal with any customer complaints received promptly without confrontation or abuse.
- 9 NEVER demand cash.
- 10 Inform customer of any call-out fee to be charged before attending the works.
- 11 Trader to keep customer notified of all aspects of work being undertaken.
- 12 If any variations to original contract agreed, these should be added to original contract and signed as an addition by both parties. (consumer & trader)
- 13 If any further costs due to variation in original contract, advise customer before commencing with these works.
- 14 NEVER be verbally or physically abusive, or threaten any customer.

## Members Pledge to Checkatrade: I agree to (or understand that):

- 1 Hand out at least 4 customer feed-back cards per month.
- 2 Provide all requested documents to Checkatrade, within 7 days of initial request.
- 3 Supply Checkatrade with copies of Public Liability Insurance schedules on renewal.
- 4 Return all proofs for entry into guides within 7 working days, to allow for print deadlines.
- 5 Inform Checkatrade if any changes in contact details or company information.
- 6 NEVER carry out works that require a qualified or certified person to do so e.g works involving gas/electric.
- 7 Notify Checkatrade of all sub-contractors used for such certified works and supply copy of certificates for our files.
- 8 Promptly pay all invoices and if any changes in circumstances that could affect payments, including change of bank details should be reported to Checkatrade as soon as possible.
- 9 Return all messages left by Checkatrade as soon as possible.
- 10 All Checkatrade members to be aware if any work sub-contracted the member remains responsible for all works carried out by the sub-contractor.
- 11 Trade members to be aware if sub-contracting works that require a certified person e.g gas or electrical work, all scheme certifications required to carry out such works are the responsibility of Checkatrade member to ensure they are in place before sub-contracting these works.
- 12 To be aware that any complaints made by a customer will require a written reply, or contact to be made with the customer to resolve as soon as possible.
13. Checkatrade reserves the right to publish on its' website or elsewhere any feedback provided to it.
14. Checkatrade shall not be liable to the trade member for damages or any losses suffered as a result of the publication or customer's feedback on its website or elsewhere.
15. If the trade member does not comply with codes of ethics and conduct listed, Checkatrade reserve the right to suspend membership.