Buy With Confidence Application Process

Trader applies to the Scheme and agrees to the terms and conditions.

The **applicant** applies for CRB check for Directors, Partners or Owners of the business and all employees or subcontractors who work and/or visit consumers in their homes

Trading Standards check for:-

- County Court Judgements
- Criminal Convictions
- Consumer Credit Licence (if applicable)
- Membership of any claimed trade association or professional bodies
- History on Trading Standards Service's own databases
- Financial history

If these checks are satisfactory the company is then **audited** by Trading Standards staff for:-

- Compliance with both the letter and the spirit of the laws that apply
- All claims about products and services are truthful
- Content of the traders terms and conditions are legal
- The content of the traders website is legal
- To check validity of insurances
- Ensure that the company has an adequate customer complaints procedure.
- Check the CRBs

Trading Standards Officers choose previous customers for references

Trader seeks the customer's approval for their details to be passed to Trading Standards for references

Trading Standards **contact referees** for references

Depending on the references the trader will either be accepted into the scheme or the application will be rejected.

The trader is then monitored for complaints and feedback. This process repeated in part on the renewal of the membership.