

The British Association of Removers

CODE OF PRACTICE

As approved by the Board of Directors on 3rd APRIL 2018

- 6.5 In the event that arrangements in 6.4 above are not feasible and pre-payments have been made which cannot be refunded by the Member because of company failure, the Customer may apply for recompense from the BAR Advanced Payment Guarantee Scheme. *The BAR APG Scheme is subject to terms and conditions available upon request.*

7 COMPLAINTS, DISPUTES AND CLAIMS

- 7.1 Members must have in place responsive and user friendly procedures for dealing with Customer complaints.
- 7.2 The Member must ensure that all staff are instructed in the handling of complaints. Staff should always adopt a friendly positive approach and avoid a negative attitude when handling a complaint.
- 7.3 Members must ensure that all staff are able to provide the name and contact details of the member of staff to whom complaints should be referred.
- 7.4 An acknowledgement of a complaint must be provided within 3 working days with an endeavour to resolve the matter within 8 weeks from the date of receipt of the complaint.
If at the end of 8 weeks the matter has not been resolved the Member should advise the Customer of the availability of the BAR ADR service (as described in the Foreword.)
- 7.5 All members shall maintain a complete record of complaints from which an analysis of activities covered by the Code can be obtained. Members should take action based on this information to improve their level of service to Customers. Members should review their complaints log on a regular basis and make these available to an Association auditor upon request.
- 7.6 Members shall co-operate with Customers, their advisors and the Association in the resolution of complaints and/or the handling of liability/insurance claims.

8. DISPUTES

In the event of a dispute relating to the provision of a service covered by this Code, which cannot be resolved, either the Customer or the Member may refer it to the low cost independent Alternative Dispute Resolution (ADR) provided by the Association. Referral of a dispute to the ADR scheme does not prevent the Customer from taking subsequent legal action.

The Member must accede to participation in the scheme if the Customer so requests. Under this scheme, the case will be determined by an accredited independent ADR organisation. Recourse to the independent ADR scheme is subject to certain limits, current details of which are available upon request from BAR. Tel: 01923 699 486, Fax: 01923 699 481, Email: consumer.affairs@bar.co.uk.

The scheme is an effective and user friendly alternative to the County Court small claims procedure. Any award made under this scheme will be binding upon the BAR member. The consumer is free to reject the Ombudsman's decision or withdraw from the Ombudsman's process at any time. The BAR Independent Alternative Dispute Resolution scheme is provided by;

The Furniture Ombudsman (TFO)
3-4 Viewpoint Office
Babbage Road
Stevenage
SG1 2EQ
0333 241 3209
www.thefurnitureombudsman.org



- 8.1 The Member's participation and co-operation in the ADR process shall be mandatory.