**Trusted Trader Charter**

*Organisations who sign up to our ‘Trusted Traders’ scheme must sign and comply with the Trusted Trader Charter and follow the referral process to ensure that clients receive the service that is expected of trustworthy businesses.*

**We expect that you will:**

* Respond to requests of information and Annual Checks are completed in a timely manner
* Comply with all legislation, statutory regulations and other relevant regulations relating to the job you are completing and hold appropriate qualifications
* Provide written quotations / estimates for the work to be undertaken prior to the work commencing
* Inform customers of any call out charges before arranging a visit
* Use only staff having appropriate skills and holding recognised qualifications or staff working under the supervision of a qualified trainer
* Follow Data Protection principles to protect personal data and all other information concerning customers
* Provide written invoices and written receipts on acceptance of payment
* Ensure a safe and clean working environment
* Maintain adequate Employers and Public Liability Insurance
* Do not utilise sub-contractors
* Ensure that all staff adhere to these principles
* Deal with clients professionally and courteously
* Demonstrate a commitment to providing services to all groups in the community in line with equalities legislation
* Provided clients with clear and concise information regarding the products or services being offered
* Ensure clients are Informed of all key stages of order or contract completion
* Advise clients immediately if work cannot be completed within the agreed timeframe
* Provide clients with products that best meet customer needs at competitive prices
* Provide clients with an efficient and responsive after sales service
* Appropriately manage any complaints, concerns or queries if they are raised.
* Ensure all employees have appropriate DBS / CRB (No more than 3yrs old)
* Follow the agreed referral procedure (overleaf)

*Signed (Organisation Representative)………………………………………………………………*

*Signed (Help at Home) ………………………………………………………………………………*

*Date : ……………/……………../……………*

*We reserve the right to review and terminate your contract with the register should you not uphold the principles outlined in the charter.*

**Age UK Bradford and District**

**Trusted Traders**

**Referral Procedure**

* Enquires for contact details for contractors will be by clients either phoning the customer service team or visiting the website
* Contact is made by the client directly with the contractor
* Upon visiting a client all tradespersons must identify themselves, backed up by some written proof of identity
* You will be expected to provide a no obligation written quotation for all jobs and submit a copy to the client within 10 days.
* Instruction to proceed with works will remain the responsibility of the client. Any contract entered into will be between the client and tradesperson.
* At no point will Age UK Bradford and District be held financially liable for contracts entered into with the client by our service.
* Age UK Bradford and District reserve the right to audit work at any time .
* Clients are to be invoiced at end of completed works. No payment should be expected until all works have been completed satisfactorily and an invoice produced.