



Complaints procedure

1. Introduction

CTSI act as administrators for the Approved Code Scheme (ACS), on behalf of the Approved Code Scheme Board (ACSB). The scheme operates as a Community Interest Company (CIC).

The scheme sets out a rigorous criteria that all Codes of Practice, approved through the scheme, must adhere to. We always aim for Code Sponsors to provide a high standard of customer service.

If you are unhappy with your dealings with a Code Sponsor, then this document details our scope and what you need to do.

If you are dissatisfied with the service provided by a Code Sponsor, you should first raise your concerns directly with that Code Sponsor. If you remain dissatisfied, you may provide information to CTSI for consideration as part of our oversight role.

We cannot investigate or review individual complaints, and we cannot overturn a decision reached by an ADR provider.

2. Definitions

Code Sponsor: The trade body responsible for administration of the code.

Code Member/Subscriber: A business that is a member of an approved Code Sponsor.

Chartered Trading Standards Institute: Administrators of the Approved Code Scheme on behalf of the Approved Code Scheme Board cic.

Approved Code Scheme Board: An independent Board responsible for overseeing the operation of the Approved Code Scheme (ACS).

Alternative Dispute Resolution (ADR) Scheme: A third party who can look objectively at a complaint once a business's internal complaints process has been exhausted.



3. Information we can consider

We can only consider information that involves a Code Sponsor failing to operate their code effectively. This can include, but is not limited to:

- i) Denying access to Alternative Dispute Resolution
- ii) Misleading consumers over their identity

4. Information we cannot process

- Complaints against Code business members, please contact the Code Sponsor directly.
- We cannot investigate the merits of your complaint with the business or give legal advice.
- We cannot overturn or influence ADR decisions.
- Allegations of criminal acts or unfair trading should be referred to your local Trading Standards Service (via the [Citizens Advice Consumer Helpline](#)). CTSI cannot refer any matters on your behalf.

5. Making a complaint

If you wish to contact CTSI regarding a Code Sponsor failing to operate their Code effectively, please email acsfeedback@tsi.org.uk with details of your concerns.

We may contact you if we require additional information to support our oversight activities.

In the event of discovery of a non-compliance issue, because this is a commercially sensitive matter that CTSI will address with the Code Sponsor, CTSI cannot share any further information with you. However, the Code Sponsor may choose to contact you about the matter.

Should we need any additional information, we may contact you at the email address you have provided.

We will acknowledge receipt of your correspondence. Information provided will be logged and may be used to identify trends, inform monitoring activities and support oversight. Unless we require further information from you, **CTSI will not contact you regarding the matter.**

6. How you can make a complaint

You can complain by sending an email to acsfeedback@tsi.org.uk.



If you have any additional needs or specific communication requirements, please contact us via the email address above and we will endeavour to support your request.

7. Anonymous complaints

We are unable to action anonymous complaints, but they will be logged.

8. Time limits

If you wish to make a complaint, you should complain as soon as you can after the date on which the event occurred or came to your notice.

9. Information

CTSI has its own complaints policy which can be viewed here [CTSI Complaints Procedure](#).

Please note the ACS Team has a Vexatious Complaints Policy in place and a complainant will be advised if this becomes appropriate.