

# Customer Charter

**This document outlines TrustMark’s commitment to all of our customers: our Registered Firms, members of the public, Scheme Operators and partners.**

TrustMark is the only Government-endorsed ‘find a tradesperson’ scheme in the UK, giving customers greater piece of mind by signposting them to reputable firms who are qualified, competent and independently vetted.

TrustMark covers all three cornerstones of quality: good customer service, good trading practices and technical competence.

The vision of TrustMark is to bring an end to Rogue Traders and educate the public about how to avoid them. We endeavour to do that by spreading awareness of TrustMark tradespeople.

## **Our Values:**

- ✓ TrustMark is committed to monitoring, safeguarding against unfair trading practices and raising industry standards
- ✓ TrustMark believes in a collaborative approach, bringing people together, building partnerships and working with others who share our vision
- ✓ TrustMark stands for fairness, openness and consistency
- ✓ TrustMark is positive and pragmatic, always looking for a fair solution for all parties
- ✓ TrustMark will always go the extra mile to help customers
- ✓ TrustMark is a not-for-profit, social enterprise
- ✓ We believe that there is always room for improvement

## **This means that when we provide our services we will be:**

- ✓ Open, honest and as helpful as possible
- ✓ Keen to work with our customers, members and partners to achieve positive outcomes
- ✓ Striving to deliver excellent customer satisfaction
- ✓ Welcoming of your views and feedback on how we can improve the service we deliver to you

## **Our Promise:**

- ✓ You can rely on us – we will keep your data safe, follow processes correctly and keep to our word
- ✓ We will listen – and treat all customers fairly
- ✓ We will communicate – as clearly as we can
- ✓ We will take ownership to get your issues resolved – we will take personal responsibility
- ✓ We will welcome your feedback – to improve our service to you

## **What can you expect from us?**

- ✓ A service that gives you confidence – All TrustMark Registered Firms are checked for their trading practices, customer service and technical competence. We also give customers tools to help them work with firms, including our app which helps you ask the right questions from the start, access to sample contracts, and our consumer blog and newsletter which are full of advice and tips to help you
- ✓ A clear, simple and low cost dispute resolution alternative – to formal legal action should things ever go wrong
- ✓ We can offer our members and consumers our 'Assured Advice' should you need it
- ✓ Above and beyond customer service – We will provide you with prompt and courteous customer service, our staff will be as helpful as possible and will treat you with respect, confidentiality and act professionally.

## What to expect when...

### You call us

- ✓ We are available from 9am – 5:00pm Monday to Friday. Any calls made outside of these hours will be returned during our normal working hours
- ✓ We aim to return all telephone messages left within 1 working day
- ✓ We will give you the name of your adviser so that you know who you are speaking to
- ✓ We will signpost you to the best point of call if TrustMark is not the right the organisation to help you
- ✓ We will aim to help you ask quickly as we can and keep you informed right the way through

### You write to us

- ✓ We will acknowledge receipt of your letter or email within 3 working days
- ✓ We will provide a response without unreasonable delay – within 5 working days
- ✓ We will ensure that our response is always the best we can give at that time, written in clear and unambiguous language

### You contact us on social media

- ✓ We will acknowledge your message promptly and endeavour to respond within 1 working day
- ✓ We may ask you for your contact details so we can take the conversation offline and deal with any queries more easily by telephone or email
- ✓ We will avoid getting into a long conversation on social media, particularly in order to avoid breaching our privacy policy

## If things go wrong

If you have a dispute with a TrustMark Registered Firm, one of our approved Scheme Operators or even TrustMark itself, you can visit [www.trustmark.org.uk/consumers/if-things-go-wrong](http://www.trustmark.org.uk/consumers/if-things-go-wrong) and follow the steps listed.

TrustMark are one of 24 official Alternative Dispute Resolution providers in the UK. This option is a much cheaper alternative than going to the courts.

## **Privacy policy:**

We are committed to safeguarding the privacy of any data we hold, including the data displayed on our website, the TrustMark app and that which is supplied to us through third parties.

We comply with the Data Protection Act, and we take the issue of privacy and security of data very seriously. For further information on our Privacy Policy, refer to [www.trustmark.org.uk/privacy-policy](http://www.trustmark.org.uk/privacy-policy)

## **In return we ask you to**

- ✓ Treat our staff with respect and courtesy
- ✓ Assist us in understanding your needs clearly by providing us with full and accurate information
- ✓ Give us the necessary permissions we may request in order to help you

## **Contact Us**

[www.trustmark.org.uk](http://www.trustmark.org.uk)  
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