

creating consumer confidence and encouraging reputable businesses

- Prospective customers will have improved confidence that they are dealing with a registered business whose real identity is transparent.
- The scheme will be promoted to prospective customers, giving a real advantage when seeking business.
- Members can display the scheme logo on premises, vehicles, marketing materials and stationery, highlighting their status.
- Closer links with regulating authorities allows businesses to form a better relationship based on co-operation rather than enforcement.

How much will it cost?

A small one-off joining fee of £10.00 will be charged to cover administration costs

Consumers

Why use a Better Business Partnership member?

The scheme offers several benefits to choosing a member:

- Each member has pledged to maintain a high level of customer satisfaction and to operate a customer complaints procedure, dealing with complaints promptly, fairly and in a courteous manner.
- Complaints which cannot be resolved easily can be passed to the Better

Business Partnership independent panel for review and mediation where practicable.

- Members who continue to breach the rules of the scheme regarding fair trading will be expelled from the Partnership.
- Members will have disclosed full address details to Trading Standards - these will be released in the event of a civil dispute, allowing a civil action to be raised without the worry of identifying the trader - a common problem with 'bogus traders'
- Members must, where appropriate
 - provide details of any call out charges,
 - provide written quotations and schedules of work and
 - provide signed, itemised invoices.

Membership of the scheme

For further information on the scheme or to request an application form contact:
Environment Services Hotline on Perth 01738 476476.



Look for the logo



The Better Business Partnership scheme is a voluntary registration scheme for businesses to help traders comply with the law while improving consumer protection through a partnership approach.

Trader and Consumer Guide

What is the Better Business Partnership?

It is often difficult for consumers to know whether they are dealing with reputable tradesmen or whether they are dealing with one of the small proportion of rogue traders.

Concerns are also raised about bogus traders and unscrupulous callers who, after carrying out less than satisfactory work, disappear leaving a mobile phone number as the only contact.

In an attempt to address these particular problems the Trading Standards service of Perth & Kinross Council and Tayside Police Crime Management Unit Western Division have introduced the "Better Business Partnership", a voluntary registration scheme for businesses. The aim is to help traders comply with the law while improving consumer protection through a partnership approach.

How it works

Services offered by businesses cannot be approved or recommended, but traders who are **committed to trading fairly and honestly** may apply to join the registration scheme and sign a **pledge** that they will comply with certain terms and conditions of membership.

As long as they continue trade in a fair and honest manner, members may display the **Better Business Partnership** logo on their business premises, vehicles, documentation and in their advertising.

How is a member identified?

Look for the logo.

Each member will be supplied with a membership certificate.

An up-to-date list of members will be kept by Trading Standards. Consumers may contact the Environment Services **Hotline (Perth 476476)** and enquire about any business claiming to be a member. A full list of members will be also available on the Council Web site (www.pkc.gov.uk).

All members visiting consumers' homes must carry a **Better Business Partnership photo I.D. Card**. Each member will be able to offer an individual password known also to Trading Standards. Consumers can contact the **Hotline** number to verify details.

What type of business is it aimed at?

Builders, Electricians, Painters, Gardeners, Plumbers, Household repairs, Garages, Motor Mechanics, Car sales, Shopkeepers etc.

The membership card and identification arrangements may be more appropriate or desirable for businesses approaching clients in their own homes.

Disclaimer

Perth & Kinross Council, Tayside Police and the Better Business Partnership accepts no liability for any loss or damage which is claimed to have arisen out of any alleged failure or negligence on the part of any business registered on the scheme.

Traders

Am I eligible to join?

Apart from a requirement to have been trading for at least six months, there are few restrictions.

Traders who wish to join the Better Business Partnership must give a formal undertaking:

- *To operate their business in a fair and honest manner.*
- *To comply with all requirements of the criminal and civil law and not to seek to restrict customers' civil rights.*
- *To provide staff training to ensure staff have a suitable working knowledge of relevant criminal and consumer law.*
- *To act in a considerate manner and respect client's privacy and property.*
- *To operate a customer complaints procedure, dealing with complaints promptly, fairly and in a courteous manner and to follow the scheme's complaints/mediation policy.*
- *To, where necessary, provide membership details and show a membership ID card to prospective clients.*

Why Join?

- *Businesses can show that they are genuinely committed to fair and honest trade.*