

## Applying to be Trading Standards Accredited

Trading Standards Accredited (TSA) has been set up by Telford & Wrekin Council to promote the honest and reliable businesses we have based in and working in Telford and to make it easier for customers to find you.

Trading Standards Accredited is operated by Telford & Wrekin Council's Trading Standards service.

### Who can apply?

Anyone with a retail premise based in Telford or who conducts their business in Telford for example services such as plumbers, builders, gardeners etc can apply to be Trading Standards Accredited.

Unfortunately, we can't accept applications from businesses that only trade with other businesses. This is because the scheme is designed to bring businesses and customers together and different rules apply to business to business contracts.

### Benefits for your business

- Being Trading Standards Accredited tells customers that you run a fair and reliable business and that you follow our code of practice.
- You will be able to use membership of the scheme to promote your reputation as a business.
- Trading Standards Accredited is promoted on the Telford & Wrekin Council website, in our publications and via social media, newspaper advertising, posters and leaflets.
- Use of the Scheme's branding to promote your business.
- Trading Standards Accredited stickers to display on a works vehicle or in a shop window in addition to a membership certificate.
- Your full business details will be listed on the Trading Standards Accredited website including contact information and a link to your website if you have one.
- Business support from Telford & Wrekin Trading Standards \*

*\*For those businesses based outside of Telford & Wrekin this is limited to individual consumer disputes. If you require general advice on compliance with Trading Standards legislation you must contact the Business Advice team at your local Trading Standards service.*

- The assurance of pre-entry assessment to ensure you are joining a credible scheme that is committed to upholding high standards of customer service.
- Scheme Complaint Procedure
- Customer feedback rating system

## **What is the Code of Practice?**

The code of practice is an important part of Trading Standards Accredited, setting out membership requirements, your responsibilities and what you get out of it.

There are also sections setting out how Telford Trading Standards deal with complaints about members and handle refusal, suspension and revocation of membership along with details of checks that are carried out on applicants.

You have to sign up to the code as part of the application process and must make sure that your business practice meets its standards.

## **Application Form**

You can complete an application form on-line. As you go through the application form you will see that there is a requirement to upload relevant documents, full details can be found on the application page [www.tsaccredited.co.uk/Account/Register](http://www.tsaccredited.co.uk/Account/Register)

We are not able to process your application until all this information is received so please check that you have included everything that is relevant to your business.

If you are unable to complete the application form on-line please email the TSA team at [tsaccredited@telford.gov.uk](mailto:tsaccredited@telford.gov.uk)

## **Cost**

Membership fees (payable annually and subject to periodic review)

### **£100 + VAT**

- Please note, if your application is unsuccessful this fee is only partially refunded, 50% will be retained as an administration charge.
- For larger businesses running more than one outlet, the fee may be payable for each outlet. If this applies to you, please contact the TSA team prior to completing the application.