

What is the Quality Assurance Ombudsman Scheme?

The Ombudsman Scheme is an independent non statutory dispute resolution service designed to ensure that all approved members of QUALITY ASSURANCE SCHEMES act fairly in their business practices and provide a means for redress for either the complainant or the member if a problem is referred to the scheme.

The Quality Assurance Ombudsman



RONALD BARHAM

LLM, PhD, FCIArb, FRICS, FASI, MSE(Civ), PEng, (UK)

He is a freeman of the city of London and an experienced Arbitrator who also sits as Chairman of a statutory Tribunal. He was formerly in practice as a chartered surveyor and consulting engineer. He has experience as a consultant to, and director of, several industrial and commercial concerns. He is also a member of the arbitration panels of several professional and governmental bodies, in many cases dealing with claims of breach of contract or of professional negligence. He has also been involved in various professional and government sponsored schemes for the provision of support to small businesses. He thus has a full understanding of the needs and problems of both client and provider.

The Ombudsman is totally independent of the members of the scheme and has full autonomy to provide a dispute resolution service.

For more information contact:-

The Quality Assurance Ombudsman Scheme

Manchester House Chambers
18-22 Bridge Street
Manchester M3 3BZ
Tel: 0870 901 5581

Other Ombudsman Schemes

Listed below are the other most well known Ombudsman Schemes operating in the UK.

BANKING OMBUDSMAN

0845 766 0906

INSURANCE OMBUDSMAN

0845 600 6666

PENSIONS OMBUDSMAN

020 7834 9144

LEGAL SERVICES OMBUDSMAN

0845 601 0794

CORPORATE ESTATE AGENTS OMBUDSMAN

01722 33306

FUNERAL OMBUDSMAN

020 7430 1112

BUILDING SOCIETIES OMBUDSMAN

020 7931 0044

INVESTMENT OMBUDSMAN

020 7796 3065

PERSONAL INVESTMENT AUTHORITY

020 7216 0016

HEALTH SERVICE OMBUDSMAN

0845 015 4033

PARLIAMENTARY OMBUDSMAN

0845 015 4033



Guide for Buyers looking for Quality Suppliers

Prestige
Professionalism
Quality

Choose with Confidence

What is the Quality Assurance Association?

It is an organisation designed to promote top quality businesses who excel in their chosen field. Only those top quality businesses with a proven track record can become Approved Members of the Association, which helps customers choose a professional, reliable supplier with confidence.

Every Member has demonstrated their commitment to quality, by choosing to offer unrivalled protection to their customers through Ombudsman regulation.

Why was the Association set up?

It was set up because of a loop-hole in current legislation allowing virtually anyone to set up any type of business irrespective of qualifications or experience. This can lead to dissatisfaction for customers, with little protection if problems occur.

Why Choose a Member of the Quality Assurance Association?

When looking for a business to supply you with a product or service, you need to feel confident that you will be dealt with professionally and with skill.

All members of the Quality Assurance Association are vetted in four stages to help ensure confidence. Many will provide written guarantees.

Choose with Confidence

How does the Quality Assurance Association Vet its Members?

BUSINESSES ARE VETTED IN FOUR STAGES: -

- 1) Each business must be proposed by an authorised company officer or another Member.
- 2) A detailed application must be submitted containing extensive background information.
- 3) References from satisfied customers and suppliers are taken and independently verified.
- 4) Every applicant must sign The Quality Assurance Charter.

“We provide a powerful but fair system to address any complaints or disputes, to protect customers. We aim to support businesses who have strong ethics of quality, service, professionalism and who consistently prove this.”

*Mr A R Pickup, CEO
The Quality Assurance Association*

What is the Quality Assurance Charter?

The Quality Assurance Charter is a document signed by all Members, stating that in the event of a dispute or complaint being referred to the Ombudsman Scheme, the Member will agree to abide by any decisions made. Decisions by the Quality Assurance Ombudsman are legally binding and enforceable in the same way as a judgement of the court.

What type of businesses are Members of the Quality Assurance Association?

Any business based in the UK can apply for registration with the Quality Assurance Association.

Members committed to quality, service and professionalism can come from **any** industry sector.

Manufacturing, professional, service and construction industries are all well represented.



How can I find out more about any Member?



Simply call the Member Verification line, where dedicated, trained staff can answer all your queries:-

01257 270701

The Quality Assurance Association

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