

QA Ombudsman Scheme

QAA is a founder member of the Quality Assurance Ombudsman Scheme (QAOS). This gives customers access to a robust and legally binding complaints procedure should they have the need to complain about any QAA member.

The Quality Assurance Ombudsman Scheme was established because of a need in the commercial business sector for an independent body to handle complaints about businesses which may not be covered by some other regulating body or Ombudsman Scheme.

QAOS provides both a means of redress for justified complaints, together with some limited protection to organisations within the Scheme who may suffer from 'professional complainers'. As a direct result of member organisations having set higher standards compared to those of their competitors, they can gain enhanced public image and improved levels of customer confidence and satisfaction.

Members of the QAA sign The Quality Assurance Charter on application for membership of the scheme. This is a legally binding document stating that in the event of a dispute or complaint, the member will agree to the investigation process of QAOS and abide by any decisions made.

For more detailed information visit:
www.theqaa.co.uk/ombudsman.htm

QA Ombudsman Scheme
Manchester Legal Centre, 3rd Floor,
64 Bridge Street, Manchester M3 3BN

Tel: 0870 901 5581



Just a few testimonials....

"Until I joined QAA in 1996 I had every badge going on the bottom of my letterhead. I felt they helped with our image. However, I felt most of the organisations I joined were just 'buy a badge' outfits. If you had 'a cheque book and pulse' you could join.

The other problem I had with these organisations was that they didn't have any 'teeth'. They didn't help me when I had difficult clients, professional complainers or non-payers.

They also don't protect consumers. If a consumer complains or gets a really inferior service the trade association usually doesn't have any power. All they can do is take the members badge away. How does this protect consumers?

QAA helps to ensure that members operate very professional businesses and are very customer focused. The Ombudsman function provides the level of protection and hence consumer confidence that is lacking in many trade associations.

I'm really proud to be a member of QAA."

Steve Butler, Managing Director, Croston Conservatories

"I have been a member of QAA for 8 years. I joined because QAA help me secure many orders for my business. Customers know I have been vetted and that there is an Ombudsman there to help them. The Certificates of Quality Assurance give customers a lot of peace of mind. They can be the difference between winning an order and not."

Mark Aldred, Managing Director, MJ Builders Ltd

"I have been a member of QAA for over 10 years. I renew every year. I mainly use their Debt Collection and Credit Checking Services. They have always been very professional, courteous and effective. A good external asset to my business"

Steve Barber, Managing Director, Barber Pumps Ltd



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Membership Benefits

The most comprehensive range of support services of any trade body in the UK
with
Ombudsman Protection.

Credibility | Promotion | Protection

The Quality Assurance Association

Established in 1996, The Quality Assurance Association (QAA) has successfully helped thousands of UK businesses, from many different industries, achieve the recognition they deserve through their membership of QAA and win many new customers.

These businesses wish to independently demonstrate their quality of service, integrity and customer service. Many consumers, local authorities and professional buyers specify QAA Membership before placing valuable contracts.

Customers confidently award contracts to members in the knowledge that they have been vetted prior to acceptance and that there exists an independent Ombudsman Scheme to investigate any complaints.

QAA has protected hundreds of thousands of consumers through the QA Ombudsman Scheme and also its Insurance Backed Guarantee provision provided by its partner organisations.

Who are QAA Members?

Any business, regardless of size, from any industry can apply to become a member of QAA.

These are just a few industry sectors:

Double Glazers & Conservatories | Kitchens | Driveways | Builders Joiners | Roofing Contractors | Asphalt & Tarmac Specialists | Landscaping Contractors | Flooring Contractors | Painters and Decorators | Wall Coatings | Plastering & Screeding | Scaffolding | Alarm Installation | Bathroom Installation | Cleaning Services | Central Heating | Security | Piling Services | Refrigeration Services | Gardening | Plumbing & Heating | CCTV Installation | Interior Designers | Removal Specialists | Drainage Services | Saunas | Decking | Bedroom Installation.

**many more available on request*

Vetting of QAA Members

QAA vetting processes include:

- ◆ Submission of a detailed application form
- ◆ Supply of customer and trade references
- ◆ Proof of Public Liability Insurances
- ◆ A review of any written guarantees offered to customers
- ◆ Authorisation of The Quality Assurance Charter. This gives powers of investigation to The Quality Assurance Ombudsman with outcomes that are legally binding and enforceable.

The Membership Committee will consider each application on its own merits based on the results of reviewing all of above. The process normally takes approx 3-4 weeks to complete.

Benefits of Membership

QAA prides itself on having the most comprehensive range of support services available to its approved members of any trade body in the UK.

From only £295+vat pa benefits include:

- ◆ Ombudsman Scheme to resolve disputes and give peace of mind to customers
- ◆ 'Quality Assured' Logo
- ◆ Vehicle, premises and stationery signs displaying QAA Logo
- ◆ Sales & Marketing Promotional Literature
- ◆ Certificates of Quality Assurance
- ◆ Quotation Folders
- ◆ Membership Certificate signed by Chief Executive of QAA
- ◆ Consumer Membership Verification Advice Line
- ◆ Insurance Backed Guarantee Facilities
- ◆ Finance Schemes
- ◆ Free Credit checking*
- ◆ Free Debt Collection*
- ◆ Free Legal Advice*
- ◆ Free Employment Law Advice*
- ◆ Free Health & Safety Advice*
- ◆ 10% Guaranteed Discounted Commercial Insurance Scheme

** subject to QAA rules/provision in force at the time*

Insurance Backed Guarantees

QAA, through its partner organisations, can help members supply domestic and commercial insurance warranties to underwrite guarantees.

Insurance Backed Guarantees supplied by QAA partners are **H.M Treasury regulated** and conform fully to criteria and guidelines set by:

- DTI** - Department of Trade and Industry
- ABI** - Association of British Insurers
- FSA** - Financial Services Authority
- OFT** - Office of Fair Trading

Guarantees range from 1 to 10 years depending on the type of work done. Guarantees can be provided for commercial and domestic installations.

TYPES OF WORK COVERED:

This list is liable to alter from time to time depending on underwriters instructions and therefore all QAA members must obtain written approval before offering IBG's to customers.

Extensions	Burglar Alarms	Timber Treatment
Double Glazing	Kitchens	Wall Ties
Conservatories	Fascias & Soffits	Wall Coverings
Roofing	Bathrooms	Underpinning
Block Paving	Bedrooms	Flooring
Patterned Concrete	Damp Proofing	Central Heating
Loft Conversions	Garage Doors	Blinds

**others available on request*

Finance Schemes

QAA has various arrangements with finance providers for QAA members and their customers.

These facilities help members offer finance for their services at the point of sale where the member has given, for example, a quote for an installation.

These facilities help consumers afford the services of members and help the member secure orders by offering this facility.

There are 3 types of facility offered to QAA members:

- 1) **Standard loans from £500 - £15,000**
- 2) **Buy now pay later**
- 3) **Interest free credit**

To be able to offer these facilities the member must first obtain a **Consumer Credit Licence** and then gain **Dealer Approval** from one of the QAA network of finance suppliers.

Member Promotional Materials



Certificate of Quality Assurance



Membership Certificate



Quotation Folder



Customer Guide



Vehicle/Premises Logos