

CERTIFICATE OF QUALITY ASSURANCE

Membership Number:-

ABC 123

Scope Of Registration

Type of work done



Valid Until:-

00/00/0000

THE QUALITY ASSURANCE ASSOCIATION
A Member of the Quality Assurance Ombudsman Scheme

Members Details Printed Here

Quality Street, Quality Town, England

Dear Customer/Potential Customer,

This certificate proves this business is an **Approved Member** of The Quality Assurance Association, and as such has been thoroughly vetted in terms of integrity, quality and service. References have been taken from satisfied customers and suppliers. Also detailed background information was supplied before allowing this business membership.

In addition to this all businesses registered with the Association are legally bound to be accountable for their actions. In the event of a complaint, The Ombudsman, who is an independent official, would be called upon to make an unbiased ruling based on the evidence laid before him and at his disposal. This ruling would be legally binding and enforceable under the terms of the Association's Quality Assurance Charter printed below.

As this business has chosen to be a member of the Quality Assurance Association you can feel confident in rewarding them with your contract or order.

To find out more about what this Certificate means to you ring:-

Telephone: 01257 - 270701

Member Verification Line Availability:

9am - 5pm Monday - Friday (except bank holidays) for personal immediate replies,
or an out of hours messaging service for a personal call back.

Yours faithfully,

A.R. Pickup

Anthony Roy Pickup
Chief Executive

QUALITY ASSURANCE CHARTER

- 1) The client or customer must first address any Complaint in writing to the member via its own internal complaints procedure.
- 2) Where the Complainant believes that a member has infringed their legal rights, treated them unfairly, or has been guilty of mal-administration (including inefficiency, incompetence or undue delay), and should the reference to the member prove unsatisfactory or inconclusive, the Complainant may then be referred to the Quality Assurance Association for Mediation or Conciliation or directly to the Quality Assurance Ombudsman.
- 3) Where a Customer requests the Ombudsman's involvement in a disagreement with a member, the member must co-operate with the Ombudsman's officers or any other persons appointed by the Ombudsman to assist in the mediation.
- 4) Where the Ombudsman's Officers fail in their mediation and/or the Customer requests the formal involvement of the Ombudsman the member shall submit to arbitration and shall do so notwithstanding that there may be no pre-existing arbitration agreement between the member and the customer and any award shall be legally binding on the member and on the complainant.
- 5) (a) A member which does not comply with the terms of the Association's Quality Assurance Charter is liable to have its membership suspended pending inquiry or, where the infraction so warrants, terminated and lose all benefits of membership and, where an Order or Award has been made against the member, shall be subject to the ordinary rules of enforcement.
(b) In such circumstances, the Ombudsman, at his sole discretion, may make available to the Complainant any documentary evidence submitted to the Ombudsman by any Party to the proceedings if, in the opinion of the Ombudsman, such action is necessary to enable the Complainant to bring the matter to a conclusion and may instruct the Association to make available such further services (including financial assistance or otherwise) as might assist the Complainant in obtaining redress.
- 6) In all cases the Ombudsman, at his sole discretion, may cause the details of the case to be publicised or details of any reprimand, Order or Award to be made public and, where appropriate, may authorise the Association to act on his behalf in this respect.

ASTLEY HOUSE, 29 QUEENS ROAD, CHORLEY, LANCASHIRE PR7 1JU