

## **What to do if you have a complaint regarding a Fair Trader Scheme member.**

All of our members must have, as part of the scheme requirements, a complaints procedure that meets certain minimum requirements.

If you have a complaint about a member trader please follow the following steps:

1. Contact the trader and clearly state your complaint and what you expect to be done to rectify it. It is best to do this in writing or by email so you have a copy of what has been said.
2. Forward a copy of your complaint to us at: [fairtrader@medway.gov.uk](mailto:fairtrader@medway.gov.uk) or by post to:

The Fair Trader Scheme  
Business Compliance Team  
Medway Council  
Gun Wharf  
Dockj Road  
Chatham  
Kent  
ME4 4TR

3. If you are unsure of your rights, or the traders legal obligations contact the Citizens Advice Consumer Service for free impartial advice on 0345 040506.
4. The trader must send an initial response to your complaint within 5 working days.
5. If the trader cannot deal with the complaint satisfactorily within one month is it a requirement of the scheme that they must notify the Trading Standards Business Compliance Team who will offer further advice and mediation to resolve the matter.

**If your complaint relates to a serious breach of our terms and conditions which can be found here The trader will be investigated as specified in the schemes Disciplinary Procedure as detailed in the terms and conditions following the application form**

**<http://www.medway.gov.uk/pdf/MFTS%20Application%20Pack%20july%2015.pdf>**

**If your complaint reveals breaches of a criminal nature the trader will be investigated and relevant action taken in line with the councils Enforcement Policy. (Link)**

**NOTE: The Fair Trader Customer Complaints Procedure does not restrict your right, as a consumer, from taking independent action, which could involve small**

**claims court proceedings without agreeing to arbitration or mediation etc at any time.**