



Code of Practice

Members shall:

Not conduct themselves in any manner liable to bring the industry or The Flowing Screeds Association into disrepute and shall not operate their own business to the detriment of other members of The Flowing Screeds Association, other than acceptable business practices.

Take every reasonable precaution not to bring the trade or product into disrepute by, for example, offering an unsuitable or lesser product in a known set of circumstances to secure the order.

Encourage their customers to purchase product from, and employ, accredited suppliers and contractors.

Ensure that team leaders and at least one person from each team who are on site pass the training course within 2 months of joining the Flowing Screeds Association

Ensure that advertising and promotional copy is clear and unambiguous. If special offers are advertised which are conditional, the conditions must be clearly stated.

Ensure that all technical queries will be dealt with quickly, efficiently and accurately.

Undertake to ensure that they and their staff will take all opportunities offered for instruction in their products and services and that all personnel involved in handling products and services, or informing customers about products and services, will have comprehensive and up-to-date product/service knowledge.

In the event of a customer notifying a member of a complaint, whether verbally or in writing, the member will acknowledge the complaint in writing within five working days and will endeavour to resolve the matter quickly and efficiently.

Undertake to ensure that all staff are trained in handling complaints with understanding and courtesy and are fully skilled in their respective occupations. All staff will be encouraged to attend relevant training courses and seminars.

Comply with all current health and safety legislation and ensure that their staff receive appropriate health and safety training.

Comply with all current employment and equal opportunities legislation.

Carry all necessary insurance to comply with current legislation.