

PRESCRIBED CONSUMER INFORMATION WITH COMPLAINTS PROCEDURE

IMPORTANT CONSUMER PROTECTION INFORMATION

Invasive Weed Solutions Ltd, Itadori House, Melton Street, Radcliffe, Manchester, M26 4BR, T: 0161 723 2000, F: 0161 723 2001, E: iw@sltd.co.uk which is registered with the Property Codes Compliance Board (PCCB) as a subscriber to the Invasives Code. The PCCB independently monitors how registered organisations maintain compliance with the Code.

The Invasives Code:

- provides protection for property owners, homebuyers, sellers, estate agents, conveyancers and mortgage lenders who depend on members of the Invasive Non-Native Species Association (INNSA) to control and eradicate invasive non-native species on residential and commercial property within the United Kingdom
- refers to a set of minimum standards which members of INNSA must meet in controlling and eradicating invasive non-native species.
- promotes the best practice and quality standards within the industry for the benefit of consumers and property professionals
- enables consumers and property professionals to have confidence in organisations which subscribe to the code, their products and services.

By giving you this information, the organisation is confirming that they keep to the principles of the Code. This provides important protection for you.

The Code's core principles

Organisations which subscribe to the Invasives Code will:

- display the Code logo on their websites and any other materials available in the public domain.
- act with integrity and carry out work with due skill, care and diligence
- at all times maintain adequate and appropriate insurance to protect consumers
- conduct business in an honest, fair and professional manner
- handle complaints speedily and fairly
- ensure that products and services comply with industry Code registration rules, industry standards and relevant laws
- monitor their compliance with the Code

COMPLAINTS

If you have a query or complaint about the products and services related to non-native species you should raise it directly with the organisation, and if appropriate ask for any complaint to be considered under their formal internal complaints procedure. If you remain dissatisfied with the organisation's final response, after your complaint has been formally considered, or if the organisation has exceeded the response timescales, you may refer your complaint for consideration under The Property Ombudsman scheme (TPOs). The Ombudsman can award compensation of up to £5,000 to you if he finds that you have suffered actual loss as a result of your non-native species provider failing to keep to the Code.

Please note that all queries or complaints should be directed to the organisation that provided the service in the first instance, not to TPOs or to the PCCB.

TPOs Contact Details:

The Property Ombudsman scheme
Milford House
43-55 Milford Street
Salisbury
Wiltshire SP1 2BP
Tel: 01722 333306
Fax: 01722 332296
Website www.tpos.co.uk Email: admin@tpos.co.uk

You can get more information about the PCCB from www.propertycodes.org.uk.

PLEASE ASK YOUR SERVICE PROVIDER IF YOU WOULD LIKE A COPY OF THE INVASIVES CODE

COMPLAINTS PROCEDURE

If you want to make a complaint, we will:

- Acknowledge it within 5 working days of receipt.
- Normally deal with it fully and provide a final response, in writing, within 20 working days of receipt.
- Keep you informed by letter, telephone or e-mail, as you prefer, if we need more time.
- Provide a final response, in writing, at the latest within 40 working days of receipt.

- Liaise, at your request, with anyone acting formally on your behalf.

Complaints should be sent to:

Suzanne Hardy
PA to Michael Clough
Invasive Weed Solutions Ltd
Itadori House
Melton Street
Radcliffe
Manchester
M26 4BR

T: 0161 723 2000
F: 0161 723 2001
Email:

If you are not satisfied with our final response, or if we exceed the response timescales, you may refer the complaint to The Property Ombudsman scheme (TPOs) - contact details shown above. We will co-operate fully with the Ombudsman during an investigation and comply with his final decision.