



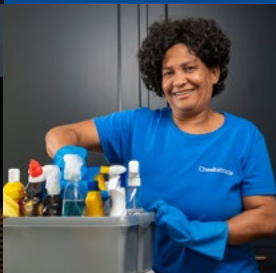
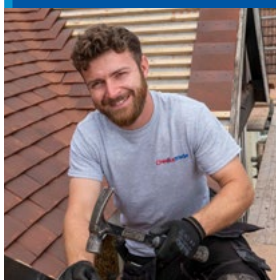
The Checkatrade Standard

Our Members'
Commitments

Checkatrade

We're proud to say our approved trades are a cut above the rest.

Before we give them our seal of approval, every single one must pass up to 12 checks and commit to upholding **The Checkatrade Standard**. This booklet sets out the commitments our approved trades must make in order to become and remain Checkatrade members.



The Checkatrade Standard

Six commitments are at the foundation of the **Checkatrade Standard**. Trades agree to:



Deliver a **high quality of workmanship**.



Maintain high standards of **personal conduct**.



Work safely, ethically, and within their skill set.



Communicate clearly and honestly.



Agree **costs and contract terms** upfront.



Encourage and welcome **customer reviews**.



These commitments apply to everyone within the business - whether a director, owner, employee, or sub-contractor. **Everyone must play a role in upholding our high standards**, and failure to comply with these six commitments could lead to suspension or termination of membership.

Our standards: What they mean for you



Quality work

- Every job should meet the pre-agreed specification and be carried out to a high standard, following industry norms and expectations.
- Materials should last in line with customers' expectations.
- Only materials which meet requirements, which are fit for purpose and compliant with UK law should be used.

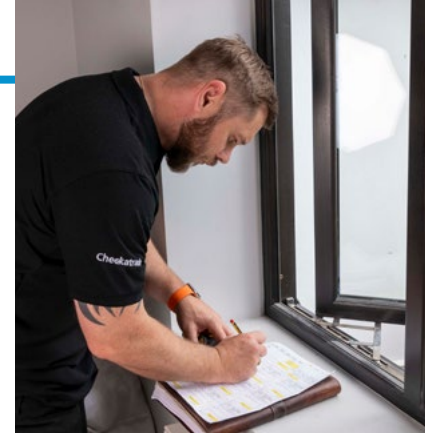


Working safely

- Visits should be arranged in advance, with agreement from the customer.
- Work should only be undertaken within a tradesperson's professional ability and skill set.
- Customers' homes should be kept safe while jobs are being carried out.
- The latest health and safety regulations must be followed.
- Work responsibly, ensuring no unnecessary damage to the environment.
- Employees and contractors must be paid fairly and in accordance with the law.

Personal conduct

- Professionalism and courtesy should be maintained at all times.
- Customers' homes and belongings should be respected.
- Privacy is important. Any photos or information about a customer's home, or a tradesperson should only be shared with their permission.
- Data Protection rules must always be followed, and door-to-door sales should not be undertaken.
- No one should feel intimidated, confronted, or threatened—whether customers, tradespeople, or the general public.



Quotes, payments and contracts

- The cost of a job should always be communicated upfront, including any call-out charges.
- Agree costs in writing, and if they change seek agreement in writing before the work takes place or during the work if necessary.
- Invoices should contain payment terms, which should be agreed before work takes place.
- Final payment should not be taken until the job is complete and should not be demanded in cash.
- Terms and conditions should be provided in accordance with the Consumers Rights Act 2015, including a 14-day cooling off period where applicable.



Customer reviews

- Reviews help other consumers decide which trade is right for their job and help us make sure trades follow the Checkatrade standard.
- There are some things that can and can't be included in reviews. In rare cases, if reviews don't follow our guidelines, we may not publish them.
- If any issues arise, tradespeople should be willing to take part in the Checkatrade resolution process, including fixing any problems where necessary.



Did you know:

Checkatrade takes reviews seriously. We complete a series of checks for every review the tradespeople on our platform receive, from SMS verification to software checks designed to detect and remove fake reviews. Falsifying feedback is strictly forbidden and may lead to termination of membership.

Checkatrade's checks



Checkatrade undertakes up to 12 checks, which trades must pass before they can gain our seal of approval.

Identification
Photo ID check.

Proof of address
Evidence of trading address.

Qualifications
Proof of regulated accreditations.

Open-source check
Check for negative media.

Personal CCJ check
Check for personal county court judgements.

Business CCJ check
Check for business county court judgements.

Company history
Proof of good trading history.

Financial checks
Bankruptcy and insolvency check.

Duplicate check
Check for previously declined, suspended or expelled trades.

Enhanced business check
Where applicable, 6 months trading history is required.

Director search
Check for current or past businesses and financial history.

Customer experience
Check for third party reviews of business.



Did you know:

We complete ongoing vetting and monitoring to ensure our approved and vetted trades continuously comply with our standards. Trades must provide ongoing proof of qualifications and must commit to informing us of any changes to their business – such as change of ownership, legal status or address.

Resolving issues



We take great pride in the high standards that tradespeople on Checkatrade commit to maintaining and we regularly assess them - so that consumers can access the most trusted trades.

However, we understand that sometimes things don't go as planned. When this happens, we expect trades on our platform to make every effort to understand the concerns and resolve any issues quickly. If a trade falls short of [The Checkatrade Standard](#), their membership may be subject to our [Deactivation and Sanctions Policy](#).

The Checkatrade guarantee

A helping hand, if things go wrong. When you contact or pay a trade through Checkatrade, you're covered by our 12-month guarantee of up to £1,000*.

How the Checkatrade Guarantee works:

Contact a tradesperson through Checkatrade to register your job.

OR

Pay securely via Checkatrade Pay - no matter where you found your tradesperson**.

Complaints

Tradespeople on Checkatrade are expected to handle complaints professionally and responsibly – and we recommend their customers contact them directly to try and resolve

their issue first. Our [How to resolve an issue with a trade guide](#) could help with this.

We can't force a trade to act, but we can investigate and decide whether they continue to meet our standards for remaining on our platform.

Physical safeguarding

It can be daunting to let someone into your home, particularly if you live alone.

Checkatrade's checks on members are thorough and include an open source check for criminal activity. However there are further measures you can also take to stay safe when letting someone into your home.

- **Ask for ID:** We encourage you to ask in advance for Photo ID.
- **Buddy up:** Tell a friend or neighbour you're having work done and ask them to check in with you at a set time.
- **Control the keys:** We'd never recommend giving a member your house key or leaving them home alone.

Checkatrade has zero tolerance of trades found to be physically or verbally intimidating customers. We recommend you report any experience like this to the police, and you can also tell us direct by emailing reviews@checkatrade.com.

*Other eligibility criteria and T&Cs apply.

**For customers in Scotland, payment for the work must be made via Checkatrade Pay.



When people across the UK need a tradesperson, Checkatrade is their first stop. Every member has to pass up to 12 checks to join and then Checkatrade checks their reviews to make sure they're written by real people, about real jobs. There are over 7.5 million reviews on Checkatrade.com, so wherever people are, they can see – and trust – what their neighbourhood thinks of a tradesperson's work.

For more details visit

Checkatrade.com

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