

The DGCOS 7 Pillars of Consumer Protection

What Excellent Consumer Protection Looks Like

Consumer protection is at the heart of everything we do at DGCOS and we strongly believe that no consumer should ever be left disadvantaged.

With this in mind, we are constantly striving to reduce consumer detriment and raise industry standards.

The level of consumer protection provided by DGCOS is of the highest standard, and in order to achieve this we follow these '7 Pillars of Consumer Protection'.



The DGCOS 7 Pillars of Consumer Protection

1. All home improvement businesses should be an approved member of a robust and comprehensive industry sector Code of Practice (COP).
2. All consumers should be registered with the installer's COP (so the Code has oversight).
3. The COP writes to every consumer entering into a contract with one of its members (above £350 contract value) letting them know of the protections in place and also asking for feedback on the installer's performance.
4. The COP has responsibility to provide free mediation, free inspections and free ADR/ Ombudsman protection if there are any disputes with its members.
5. The COP cannot 'lose its responsibility' if the installer is no longer a member.
6. The COP should police and audit that all consumers have their deposits and guarantees robustly protected, should the installer cease to trade (and keep records of this).
7. Consumers should have access to a financial protection 'scheme of last resort' in case a consumer has been disadvantaged and needs recompense.

This way no consumer will ever be disadvantaged.