

# Accreditation Process

(all suppliers must pass)



## All Accredited Members must, as a minimum:

- ✓ Undergo a five point credit and background history check on the proprietors/directors which includes multiple phoenix checks, credit scores, CCJ checks and similar trading name checks
- ✓ Provide MAPS with a copy of their most recent accounts to prove financial stability
- ✓ Provide MAPS with a list of the last 6 months' customer installs. MAPS will choose 10 customers, at random, to whom to send the Consumer Satisfaction Questionnaire
- ✓ Provide MAPS with details of a minimum of 3 key suppliers who can be independently approached for quality assurance purposes
- ✓ Provide MAPS with a copy of their current company letterhead (to ensure compliance with the Companies Act 2006)
- ✓ Provide MAPS with a copy of any sample quotation documents and any pre contractual documents
- ✓ Provide MAPS with a copy of any Consumer Contracts including Terms and Conditions
- ✓ Provide MAPS with a copy of all guarantee/s for all products installed
- ✓ Provide MAPS with a copy of its Complaints Process and Nominated Complaints Handler
- ✓ Provide MAPS with proof of FCA registration (only required if using a finance facility)
- ✓ Provide MAPS with a copy of their current Health and Safety Policy
- ✓ Provide MAPS proof of a) £2m Public Liability policy b) £10m Employers Liability policy

## Annual Vetting

To ensure continued consumer satisfaction MAPS has produced a comprehensive Member Performance Monitoring process. This monitors many aspects of the consumer experience and MAPS Members adherence to all aspects of the Scheme Rules and Code of Practice. The three methods MAPS will use are:

- ✓ Annual membership audit
- ✓ Monthly monitoring of customer complaints
- ✓ Quarterly monitoring of customer satisfaction surveys



*"I strongly recommend you use a member of MAPS"*

Nick Ross  
(former BBC Watchdog & Crimewatch Presenter)

Astley House, 29 Queens Road  
Chorley, Lancashire, PR7 1JU

T: 0800 0192 679

E: [info@mapsscheme.org.uk](mailto:info@mapsscheme.org.uk)

[www.mapsscheme.org.uk](http://www.mapsscheme.org.uk)



Mobility and Accessibility Consumer Protection Scheme Ltd (MAPS) is a Company Limited by Guarantee.  
Registered Address: Astley House, 29 Queens Road, Chorley, Lancashire, PR7 1JU. Registered in England (Company Number 09915638).



**maps**  
Mobility & Accessibility  
Consumer Protection Scheme

Why you should always use a MAPS member

- Chairs, Beds & Settees
- Stairlifts, Ramps, Hoists
- Mobility Bathroom & Scooters
- Extensive Consumer Protection



I strongly recommend you use a MAPS member.

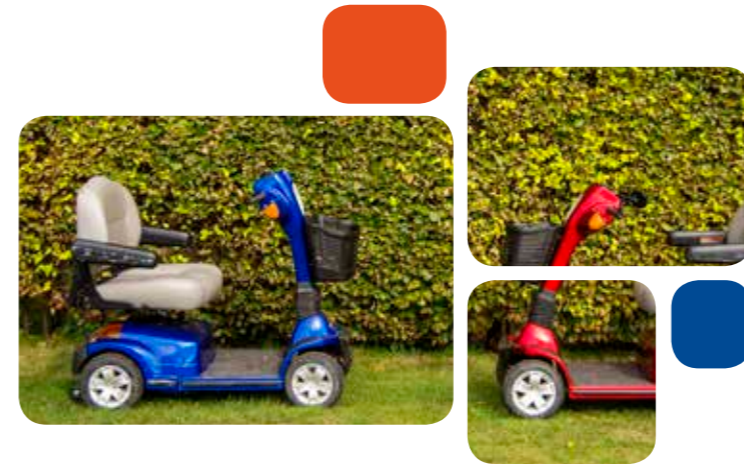
Nick Ross  
(former BBC Watchdog & Crimewatch presenter)





# Protect Your Investment By Using A MAPS Member

# Consumer Protection At Its Best!



# Check You Are Protected!



“I think it’s vitally important that consumers protect themselves.”

Nick Ross (MAPS Ambassador)

## What Is MAPS?

The Mobility & Accessibility Consumer Protection Scheme (MAPS) is a Consumer Protection organisation covering the supply or installation of mobility and accessibility equipment. We ensure that consumers are dealt with professionally, courteously and sympathetically. Any products supplied or installed by MAPS Members must be fit for purpose, installed professionally and come with comprehensive guarantees which are covered by MAPS approved specialist insurance providing consumers with a high level of protection and peace of mind.

MAPS also believes that consumers should have **FREE** access to robust dispute resolution and therefore provides consumers with **FREE** Mediation, **FREE** Independent Inspections to assist with installation or product malfunctions (at MAPS discretion) and **FREE** access to an independent Ombudsman to help resolve any issues that may arise.

To that end, the MAPS Scheme Rules & Code of Practice is a stringent set of rules that members must adhere to at all times in their dealings with consumers.

The Scheme’s ambassador is **Nick Ross** (former BBC Watchdog & Crimewatch presenter).

## Who Are Ombudsman Services & What Do They Do?



Lewis Shand Smith, Chief Ombudsman

MAPS has appointed Ombudsman Services to investigate and resolve any disputes between MAPS members and their customers that may not have been resolved at an earlier stage.

Ombudsman Services are the UK’s leading independent multisector ombudsman and are approved by the appropriate regulatory bodies to provide redress schemes. Ombudsman Services provide independent dispute resolution and run national, private sector ombudsman schemes including the communications, energy, property, copyright licensing sectors and the Green Deal. Ombudsman Services currently employ more than 500 people at its Head Office based in Warrington.

### Ombudsman Services:

- Provide an independent, impartial and completely free service to consumers to help resolve disputes between MAPS members and consumers who are interacting with them.
- Can make financial awards for loss, distress, inconvenience or breach of contract (the maximum amount of compensation that can be awarded is £100,000) which MAPS will enforce.
- Are independent of members & consumers and will make a decision believed to be just and fair in the circumstances.
- Resolve disputes without the need to go to court and the service is entirely free of charge to consumers.

To contact Ombudsman Services Tel: 0330 440 1634

## Products MAPS Scheme Protects:\*

- Chairs & settees
- Beds
- Accessibility Bathroom
- Accessibility Kitchen
- Accessibility home improvements
- Stairlifts
- Communication systems
- Lifts & hoisting equipment
- Ramps
- Mobility Scooter

\* NOTE: The scheme does not cover commercial contracts or supply only contracts where the product requires an installation but the customer has arranged their own fitting team for the installation.

## Benefits To Consumers Using A MAPS Member:

- MAPS Scheme is fully endorsed by Nick Ross (former BBC Watchdog & Crimewatch Presenter)
- Fully Vetted and Accredited Suppliers
- Free Advice Line: 0800 0192 679
- Free Deposit & Stage Payment Protection (up to 25% of the contract value)
- Free Insurance Backed Guarantee (for every customer)
- Free Mediation (to help fully resolve any disputes should they arise)
- Free Independent Inspections (to assist with installation/product defects at MAPS discretion)
- Free access to an independent Ombudsman (to conclude disputes without incurring legal fees or costs)

## Why I strongly recommend using a MAPS member....

“With MAPS you get accredited installers, independently backed guarantees (even if the firm refuses to help you or goes out of business), free access to industry inspectors at MAPS discretion, professional mediators and – if you’re unsatisfied – a highly regarded Ombudsman Service who can settle your dispute with the power of the law behind them. There are lots of confusing trade association logos, but few offer complete consumer protection. MAPS is the real deal. And you don’t pay extra for the safeguards.”

Nick Ross

(Former BBC Watchdog and Crimewatch presenter).



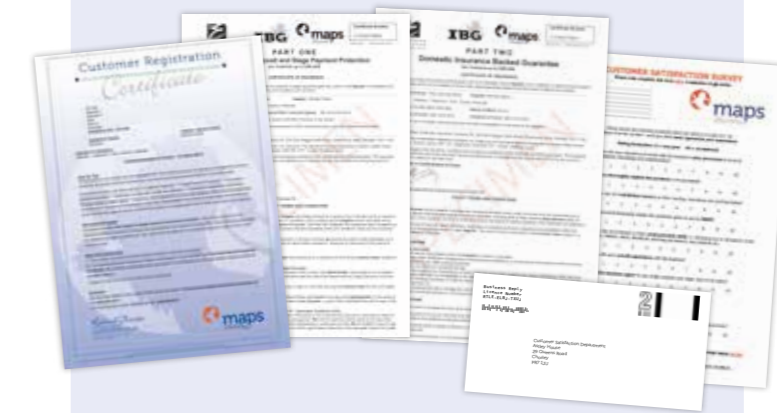
Real consumer protection

## What You Will Receive When Placing An Order With A MAPS Member?

Once you have signed a contract with a MAPS member, the supplier should register your details with MAPS.

### MAPS will issue to you:-

- Customer Registration Certificate
- Documents protecting your deposit
- Documents protecting your guarantee
- Customer Survey and pre-paid envelope (to continually monitor a members performance)



If you don’t receive your documentation within 5 working days then call:-

**0800 0192 679**  
(freephone)

## Check You Are Registered With MAPS!

Follow these three simple steps:

- Go to [www.mapsscheme.org.uk/jobfinder](http://www.mapsscheme.org.uk/jobfinder)
- Enter your Surname
- Enter your Postcode

OR Contact:

**0800 0192 679**  
(freephone)

OR

[info@mapsscheme.org.uk](mailto:info@mapsscheme.org.uk)

NOTE: If you are not registered within 5 days of placing your order with your installer, please contact MAPS for assistance.

To verify your supplier is currently a member please call:

**0800 0192 679** or visit [www.mapsscheme.org.uk](http://www.mapsscheme.org.uk)  
(freephone)