HICS Consumer Protection

0333 323 2655 info@hicsscheme.org.uk www.hicsscheme.org.uk

CONFLICT OF INTEREST

As a Chartered Trading Standards Institute (CTSI) approved Alternative Dispute Resolutions (ADR) Competent Authority, HICS provides unbiased dispute resolution services.

HICS is committed to ensuring its ongoing ability to discharge its ADR responsibilities independently and impartially ensuring that disputes are resolved with a fair outcome.

All Alternative Dispute Resolution Staff (ADR Official) will strive to avoid any actual, potential or perceived conflict of interest between the interests of the business, the homeowner, the installer and their own personal interest.

The purpose of this policy is to protect the integrity of HICS' decision-making process, to enable our stakeholders to have confidence in our integrity, and to protect the integrity and reputation of staff.

Examples of conflicts of interest include:

1. A member of staff who deals with a complaint against a member firm which once employed them.
2. A member of staff who is friends (rather than just professionally amicable) or related to a member which is the subject of a complaint.
3. A member of staff, or a staff member's friend or family who has a financial interest in a company which is the subject of a complaint.

Upon appointment, each ADR Official will make a full, written disclosure of interests, such as relationships, and posts held, that could potentially result in a conflict of interest. This written disclosure will be kept on file with the ADR Official being subject to ongoing disclosure obligations.

Where a conflict of interest arises the ADR Official will speak to the Alternative Dispute Resolution Manager who will notify by email the Managing Director and follow the firms' disclosure procedures in accordance with the internal Conflicts of Interest Policy.

0333 323 2655 info@hicsscheme.org.uk www.hicsscheme.org.uk

The following procedure will apply when a conflict of interest has been identified

a. where possible, the ADR official will be replaced by another ADR official to handle the particular dispute;

b. if the ADR official cannot be replaced by another ADR official—
   (i) the ADR official will refrain from conducting the alternative dispute resolution procedure, and
   (ii) HICS will, where possible, propose to the parties that they submit the dispute to another ADR entity which is competent to deal with it.

c. if the dispute cannot be transferred to another ADR entity, HICS —
   (i) will inform the parties to the dispute of the circumstances of the conflict of interest,
   (ii) will inform the parties to the dispute that they have the right to object to the conflicted person continuing to handle the dispute, and
   (iii) will only continue to deal with the dispute if no party to the dispute objects.

This policy is meant to supplement good judgment, and staff should respect its spirit as well as its wording.

Reviewed and Revised by Senior Compliance Officer August 2025