

## How to avoid Rogue Traders

Reports of Rogue Traders, Cowboy Builders and Doorstep Callers are unfortunately still a concern for Suffolk Trading Standards. For example at the beginning of this year a trader was fined over £3,000 for targeting an elderly lady in Newmarket. Rogue traders trick people into paying very high prices for unnecessary or shoddy work primarily on homes or garden maintenance.

To avoid becoming a victim of Rogue Traders, follow these simple steps

- Never agree to have work done by somebody who is just passing or take their word that it needs to be done at all.
- Never pay for work before it is completed.
- Do not accept any offer from them to drive you to the bank to withdraw money.
- If you need work done, then contact Trading Standards **Suffolk Trusted Trader** Scheme by phone 01473 265758 or on the internet [www.suffolktrustedtrader.com](http://www.suffolktrustedtrader.com).

To combat Rogue Traders Suffolk Trading Standards have now launched their accredited trader scheme, **Suffolk Trusted Trader**. Member businesses are carefully vetted to ensure that known rogues are not admitted. The scheme is based on customers of the traders concerned to comment indirectly upon their performance and reliability, so allowing other consumers to view feedback before choosing the trader. Allowing consumers to empower other consumers and avoid falling into the hands of rogue traders.

Not only can consumers search online but they can call Trading Standards to receive details of a member of **Trusted Trader**. The service is completely free to consumers, allowing Suffolk residents to find a trader they can rely on.

Suffolk Trading Standards would also like to hear recommendations from the public as to businesses that deserve to be part of the 'Trusted Trader' scheme.

Are you a trader interested in joining? The benefits for the trader include full county exposure through the promotion of the scheme (including over 700 hits on the Trusted Trader site since April 2010), as well as the ability to use the Suffolk Trusted Trader logo on their advertising material and vehicles.

For more information on Suffolk Trusted Trader or to nominate a business to the scheme call Trading Standards on 01473 264859 or email at [tradingstandards@suffolk.gov.uk](mailto:tradingstandards@suffolk.gov.uk).