

BERR Ref:

Your Ref:

Mr Kevin Arrowsmith

20 May 2009

Dear Mr Arrowsmith,

Thank you for your letters of 20 April and 5 May with attachments.

I note that Ian Chisholm, the Chair of TrustMark, has responded to you in his letter of 30 April.

When you alerted me to your difficulties I was concerned to see that the proper procedures were being followed to deal with your complaint. These steps are set out on the Trustmark website under "If things go wrong". Complaints are handled by the scheme operator, in your case NICEIC. Finally, a complaint about how the matter was handled can be made to TrustMark. I understand that this process has been completed with regard to your complaint.

BERR does not participate in the complaints procedure, nonetheless, I wanted to do what I could to ensure that your complaint received due attention.

BERR developed the TrustMark initiative in conjunction with industry and consumer organisations, specifically for the domestic building repair, maintenance and improvement sector. TrustMark aims to raise standards and empower consumers by helping them identify reputable building firms that meet a set of competence and customer-care standards.

Schemes that deliver the agreed standards are approved to use the TrustMark brand by TrustMark Ltd, a non-profit company limited by guarantee. The Board of TrustMark Ltd comprises an equal number of industry and consumer representatives. BERR sits on the Board as an observer. It retains ownership of the brand, which it licenses to TrustMark Ltd.

BERR does not form part of the management of TrustMark and therefore it would not be appropriate for BERR to become involved in individual matters such as yours.

However, in granting the licence to use the brand, BERR is concerned that the TrustMark's reputation and effectiveness is maintained. This means that TrustMark must act and communicate with the public in a way that will maintain confidence and that is consistent with its aims and procedures.

BERR monitors the performance of TrustMark and values feedback from the public. In assessing the performance of TrustMark, BERR takes into account that TrustMark firms handle in excess of a million jobs per year. I can assure you that individual experiences such as yours are certainly taken seriously by BERR.

Accordingly, I can offer you no further assistance in this matter. But you may be assured that the facts of your case are noted and will be taken into account in our monitoring of TrustMark's overall performance.

As I mentioned to you, BERR's Data Protection Officer will be in touch shortly in regard of your Data Protection request.

Yours sincerely

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