



## **AVRO CODE OF CONDUCT**

### **CUSTOMERS, FELLOW OPERATORS AND MEMBERS:**

- To conduct all operations in accordance with all statutory and common law requirements.
- To conduct all operations and business in accordance with the best practices of the industry.
- To take out and maintain Third Party and Public Liability Insurance Policies to the minimum level of cover recommended by the Association from time to time.
- To investigate and deal with any and all customer complaints speedily and at the highest level of management.
- To permit all customers the right to refer disputes to the Association for conciliation or arbitration and to fully co-operate in any investigation.

### **THE ASSOCIATION:**

- To publicly support the Association at all times and regularly participate in its affairs.
- To heed advice on all matters concerning good recovery practice.
- To keep the Association members advised on all matters concerning best practice in recovery operations that may be of benefit to the Association and its members.
- To accept that consistent failure to abide by the letter and spirit of this Code of Conduct or to maintain the minimum standards of equipment and service laid down by the Association may result in expulsion from the Association.

### **COMPLAINTS AND ARBITRATION:**

A customer who has a complaint about the quality of the service should in the first place and at the earliest opportunity refer it to the operator concerned. Any serious complaint, which should be in writing, should be addressed to a Senior Executive, a Director, a Partner or the Proprietor of the recovery business. If attempts to reach a satisfactory solution fail, the customer, without prejudice to any legal rights, has a right to refer his complaint for conciliation.