

The Consumer Redress Scheme (CRS) launched for the cosmetic market



The Cosmetic Redress Scheme (CRS), a new consumer redress scheme for the cosmetic, aesthetic and beauty industry, authorised by the Chartered Trading Standards and designed to resolve complaints made by consumers against traders in the cosmetic industry is launching in June 2016.

The CRS is administered and run by HF Resolution Ltd, a subsidiary of Hamilton Fraser and the company behind the successful Property Redress Scheme.

On October 1st 2015 new legislation brought the requirements from a European Union Alternative Dispute Resolution (ADR) Directive into UK law. As a result of this legislation all traders are required to signpost their consumers to a government authorised consumer redress scheme. Although membership of a redress scheme is not compulsory, the CRS is launching to allow all practitioners in the cosmetic industry to easily comply with this new legal requirement while also providing added benefits to its Members.

An inaugural meeting was held on the 10th February with key stakeholders from the cosmetic industry including practitioners and representatives of aesthetic professional bodies including, BACN, PIAPA, BCAM, Save Face and Consulting Room.

The impact of the new legislation was discussed and the importance of making a redress scheme available to the industry was agreed.

The attendees also agreed that HF Resolution with the backing of Hamilton Fraser was the ideal organisation in the industry to launch and run the scheme. They all agreed to recommend practitioner membership of the CRS into their own Membership requirements.

The CRS is an incredible opportunity to improve standards within the industry by providing a redress scheme for the entire cosmetic, aesthetic and beauty market to raise standards by formalizing the complaints process.

Tim Frome, MD of HF Resolution said "We are delighted to launch a scheme which will enable those in the cosmetic, aesthetic and beauty industry to comply with a legal requirement, provide confidence to their consumers and also hopefully help with the running of their business. The success of the PRS is based on being easy to join, easy to understand, and being proactive in how we help our Members resolve complaints with their consumers. We are aiming to replicate these benefits for CRS Members."

Eddie Hooker, CEO of Hamilton Fraser states, "We've proven our expertise in the cosmetic market. Raising standards and educating practitioners is a key value of Hamilton Fraser Cosmetic Insurance and we cannot wait to provide assistance to HF Resolution in the running of the CRS. We're also delighted to have gained the support of key figures in the industry."

The Hamilton Fraser Group has 20 years of experience offering the market leading policy to the cosmetic sector. HF Resolution Ltd was set up to run the Property Redress Scheme in March 2014 and since launching in September 2014 has gained over 4,500 members in the first 18 months of trading.

Visit www.cosmeticredress.co.uk for further information.