

# SDK Environmental Limited

## Compliance Confirmation Statement

The Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013

We would wish to notify all interested parties that SDK Environmental Limited also trading as Dial a Pest has completed a full legal and system review on trading practices in relation to compliance with the new regulations given above. These replace The Consumer Protection (Distance Selling) Regulations 2000 for the delivery of services to consumers and commence on 13<sup>th</sup> June 2014.

Changes have been made where required to ensure that SDK not only meets the minimum requirements but embraces the spirit of the Regulations and its aims in order to provide additional protection for consumers. A Compliance Certificate detailing SDK's amended processes will be available upon request.

It is worthy to note that we have been advised, that where a Client Council or Organisation receives, process and or obtains payment for services from consumers directly, prior to passing case work to SDK, the responsibility to comply with the above regulations rests with that organisation and not with SDK.

We also understand that there is no local government exemption. In such cases, councils may wish to seek their own legal opinion, prior to the introduction date of the new regulations.

Our primary service model to Clients requires "end to end solution delivery" and the cost in terms of legal fees and internal manpower resources expended by SDK in this exercise has been significant.

We would be delighted to share our experience and innovative solutions on this with interested local authorities and partners on how compliance has been achieved for the specialist services we deliver, in that our model may be sufficiently flexible to allow tailoring to meet your own individual needs.

If you would like further information on the services provided by SDK Environmental, please visit our web site [www.sdke.co.uk](http://www.sdke.co.uk), contact us on **03444 828 321** or e-mail [contracts@sdkenvironmental.com](mailto:contracts@sdkenvironmental.com)