

Professional services: How to know if you're getting quality advice

It's important that the people who provide you with professional advice are qualified and trustworthy. If you're using professional services like legal, property, accounting or IT, there are ways to ensure it's high quality. Professionals who are part of a professional standards scheme commit to upholding standards so you can deal with them with confidence.



Check membership

Is your adviser a member of a professional or occupational association? Are they part of a professional standards scheme?

Associations with professional standards schemes ensure their members are competent and trustworthy. They take action to protect you.



Check credentials

Does your adviser have credentials from their professional or occupational association?

Many professions offer credentials that advisers can use to prove their expertise.



Concerned about services you've received?

You should discuss your concern with your adviser if you're able.

If the adviser can't resolve your concern or the matter is serious, you can contact their association directly. The association will help you resolve the concern. They may also investigate and take disciplinary action to prevent it happening again.

Associations with professional standards schemes provide better protection



18 associations with professional standards schemes

- qualified professionals
- ethical and competent services
- ongoing education requirements
- complaints and disciplinary processes
- insured professionals

Over 86,000 professionals

are part of professional standards schemes operated by their professional or occupational association

Over 1 million consumers

receive quality professional services at any given time