

## Disclaimer for Leicestershire Information and Support Directory

1. This webpage is intended to provide a convenient (*but non-exhaustive*) list of businesses providing goods and services in the education and adult care sector in Leicestershire. By using this website the user is deemed to accept the following terms and conditions.
2. The Council uses the term “business” to refer to the entities which offer goods and services on this website. The term business may include sole traders, partnerships, limited companies or other corporate bodies.
3. The Council is not an agent of any businesses listed on this website and it is not affiliated to (or a partner of) any listed business or organisation. The listing of the details of any business on this website should not be seen as an endorsement of that business or its products or services.
4. Although the information displayed on this website is listed by the Council in good faith, the Council has not itself checked the goods and services of any businesses listed.
5. Accordingly, the Council does not warrant or guarantee that any goods or services that businesses offered are (a) fit for purpose; (b) suitable; (c) safe or (d) that they offer best value available. Any liability of the Council is excluded to the fullest extent possible in law.
6. The Council recommends that users check the qualifications of people, companies and organisations offering the goods or services. This website should not be relied upon for advice about the goods and services listed.
7. Further this website is not intended to supplant or replace other sources of information regarding educational or social care providers.
8. For example, the primary source for the rating of care homes in the United Kingdom is the Care Quality Commission ( <http://www.cqc.org.uk/what-we-do/services-we-regulate/find-care-home> ). Likewise the Government operates a rating system Schools (see <https://www.compare-school-performance.service.gov.uk/> ).
9. On this website businesses are simply listed by category and in alphabetical order. They are not otherwise ranked by the Council.

### **Hypertext links.**

10. Where the listing contains hyperlinks to websites run by the businesses, the Council does not control, and are not responsible for, any other websites linked to. Users access and use these sites at their own risk.

## **Complaints**

11. Although the Council is not in a position to indemnify users for any alleged failings of the business listed, it nevertheless wants members of the public to be able to use this website with confidence.
12. Accordingly, the Council will not knowingly tolerate the use of this website as a platform for the promotion of fraudulent or illegal trading activity.
13. In the event of any users consider that their consumer rights have been infringed by any business or organisation listed on this website they are encouraged to disclose their concerns to the Council and or report the improper trading activities at the following webpage:-

<https://www.citizensadvice.org.uk/consumer/get-more-help/report-to-trading-standards/>

In appropriate cases the Council would expect to remove the listing of any organisation, which the Council has reason to believe, has breached consumer legislation or trades unlawfully.