

## GOALS & PURPOSE

- Provide an impartial, inexpensive, and expedited process for resolving consumer concerns--the goal is to protect consumers and contractors alike from predatory contractors and unscrupulous third party "investigators."
- Distinguish the highest quality, most reputable contractors.
- To be an industry leader in assuring quality services.



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**Consumer Advocacy  
Protection Program**

# PARTICIPANTS

# PROCESS

## Who participates?

The program is available to:

- All RSCA Member Contractors and their customers, both prior to and after members provide services.
- The Investigating team is made up of experienced RSCA members, with varied backgrounds, but specific to the type of job involved (residential, commercial, etc.)

Members who participate will be designated as "Premier Members."



"RSCA's CAP Program sets us apart from other contractors. It gives our customers the peace of mind in knowing that we adhere to industry quality standards."



"I feel that being a member of the RSCA helps to make us a contributing & supportive citizen of the roofing & construction industry in St. Louis."

## What happens?

- When a complaint is received, three anonymous investigators are promptly sent to review the job.
- Investigators shall follow the NRCA Guidelines and will use discretion in how they write up their report.
- Each party pays their share of the inspection costs. The contractor will reimburse the customer the amount if the customer's complaint is substantiated.
- The contractor shall comply with the findings of the investigators. Membership may be revoked if the contractor fails to comply with the report.