



HOW TO REPORT A SCAM LOCKSMITH TO TRADING STANDARDS

If you believe you've been misled, overcharged, or treated unfairly by a locksmith, reporting it to Trading Standards helps protect you and others.

Here's our guide on how to do it and what you'll need.

**Raise
Awareness
By Making a
Complaint**

1. WHERE TO MAKE A COMPLAINT

Find your nearest Trading Standards office:

<https://www.tradingstandards.uk/consumer-help/>

Their website should then provide a contact form or email address for you to file a report

2. WHAT YOU'LL NEED

Try to get as much information as possible (don't worry if you don't have everything here):

Locksmith details

- Company or trader name
- Phone number(s) used
- Website, advert, or search listing you responded to

What happened

- Date, time, and address of the job
- What you were quoted or led to expect
- What work was carried out
- Whether the final price was agreed before work started

Costs and payment

- Initial quote (if given)
- Final amount charged
- Payment method
- Whether you received an invoice or receipt

Evidence (if available)

- Screenshots of adverts or search results
- Photos of damage or replaced locks
- Copies of invoices, texts, or emails

NEXT PAGE: COPY & PASTE COMPLAINT TEMPLATE >>



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3. TEMPLATE TEXT FOR YOUR TRADING STANDARDS COMPLAINT (COPY & PASTE)



Copy & Paste
Our Template

I have contacted the Master Locksmiths Association (MLA) regarding my experience and have been advised that the locksmithing industry is currently unregulated, which is a growing issue. This lack of regulation allows rogue traders to operate with little oversight, particularly in emergency call-out situations.

I was informed that search engines are a key enabler of this activity, with many rogue locksmiths using misleading online adverts that rely on bait-and-switch tactics. These adverts often appear to represent local, reputable locksmiths or offer low call-out prices, which then significantly increase once the locksmith is on site.

I am requesting that this matter be investigated and that appropriate steps are taken to prevent these companies from continuing to operate in this way. I would also like measures to be considered to address the misuse of search engine advertising, as this behaviour causes harm not only to consumers but also to legitimate locksmith businesses who operate fairly and transparently and are undermined by these practices.

WHY IT MATTERS TO MAKE A REPORT

Every report made helps improve standards and consumer protection, as this:

- Helps identify repeat rogue traders
- Protects other consumers, especially in emergencies
- Supports legitimate locksmiths
- Highlights misuse of search engine advertising and misleading claims

Useful Information

If you think you have been overcharged by a locksmith, our below guides should help, or prevent overcharging in the future:

How to Spot a Rogue Locksmith

CLICK HERE FOR ADVICE



Make a Complaint Against a Locksmith

FILL IN OUR COMPLAINT FORM



Find Local MLA Approved Locksmiths

FIND A LOCKSMITH IN YOUR AREA



Get in touch.

Advice & Complaints  enquiries@locksmiths.co.uk

Press & Marketing  marketing@locksmiths.co.uk

1 Prospect Park, Valley Drive,
Rugby, Warwickshire, CV21 1TF



www.locksmiths.co.uk 