

Customer Perception Insights

Code of Ethics

By accepting each assignment I agree to conform to conduct mystery shopping services in an honest and ethical manner and adhere to the following principles:

- Keep all information confidential
- Perform all shops to the best of my capability
- Perform all shops in an honest way and with integrity
- Submit all reports by the deadline
- Notify Customer Perception Insights immediately if I cannot perform a shop for any reason
- I will return follow-up calls or e-mails in a timely manner
- I will keep paperwork and notes for at least 60 days in case questions arise
- I will thoroughly read each question on the survey and the guidelines provided by the shopping provider before performing a shop
- Falsifying or misrepresenting reports will not be done
- I will not use any form of media to publish complaints against vendors, clients, shoppers, or mystery shopper providers
- I will not divulge information with others on which company shops which clients
- I will not divulge information to others on shopping fees and reimbursements for specific clients
- Results of shops will not be shared with others
- I will not perform any shops under the influence of alcohol, illegal drugs or prescription drugs that could impair my abilities
- I will not contact a client directly
- I will not cause a scene while in the process of performing a shop
- I will not announce myself as a mystery shopper to the client being shopped unless given instructions by the shopping company
- Mystery shopping assignments will not be accepted for a business that I, my family, or friends work for
- I will not list any shopping company I work for as an "employee" on any forms (especially unemployment forms) as I am hired strictly as an independent contractor
- I will not start my own mystery shopping business in Idaho for seven years