

The Motor Industry
Code of Practice for
**Service
and Repair.**



THE MOTOR
OMBUDSMAN

Contents

Introduction	3
Definitions	4
Advertising	5
What this commitment means to you We would advise you to For your information	
Booking	6-7
What this commitment means to you We would advise you to For your information	
Work	8-9
What this commitment means to you We would advise you to For your information	
Billing	10
What this commitment means to you We would advise you to For your information	
Staff	11
What this commitment means to you We would advise you to For your information	
Complaints Handling	12
What this commitment means to you We would advise you to For your information	
Appendix	13
Guidance on Handling Complaints How to contact The Motor Ombudsman Complaints Escalation Procedure Disciplinary Action Other Motor Industry Codes of Practice The Chartered Trading Standards Institute Consumer Codes Approval Scheme (CCAS) ADR Certified Customer Satisfaction Survey Data	
Further Information	16
Enquiries or Complaints Relevant Web Links Legislation Web Links Legislation referred to within the Service and Repair Code	

The Motor Ombudsman provides a free and impartial service to assist consumers and businesses to resolve automotive related disputes and raise standards of service across the sector through its comprehensive Motor Industry Codes of Practice.



Another box ticked.

Introduction

3

The Codes, which are approved by the Chartered Trading Standards Institute, enable The Motor Ombudsman to investigate and adjudicate on:

- The sale of new cars by manufacturers (via the New Car Code);
- The sale of new and used cars by garages and dealers (via the Vehicle Sales Code);
- Service and repair issues (via this Service and Repair Code);
- The sale of vehicle warranty products (via the Vehicle Warranty Products Code).

The Motor Ombudsman is a neutral arbiter and impartial. It will gather information from both

parties and reach an outcome which it feels is fair and reasonable, taking into account the Codes and any relevant legislation.

This document sets out The Motor Industry Code of Practice for Service and Repair (the “**Service and Repair Code**”), which confirms commitments made by garages, dealers, roadside or mobile mechanics, and businesses which are accredited to The Motor Ombudsman and the Service and Repair Code regarding their obligations in the provision of service and repair work to consumers, as well as setting out standards that they must comply with relating to:

Advertising

Commitment: ‘All accredited business advertising will honestly and accurately promote any services’

If a consumer feels dissatisfied with an accredited business’s performance under any item covered by the Service and Repair Code and are unable to reach a resolution, they are able to contact The Motor Ombudsman. The Motor Ombudsman’s experienced team will provide the best information available and escalate matters to dispute resolution where appropriate. Refer to the “Guidance on Handling Complaints” section in the Appendix.

The Booking Process

Commitment: ‘The price for the work that the accredited business agrees to undertake will be all-inclusive’

The principles set out in the Service and Repair Code are not intended to interpret, qualify or supplement the law, and are intended to be applied to business to consumer contracts only.

Carrying out the Work

Commitment: ‘The accredited business will complete the work as agreed with you’

The Service and Repair Code covers vehicle services and repairs which take place in the United Kingdom only.

Billing

Commitment: ‘Accredited business’ invoices will match the booking price’

A consumer information leaflet to accompany the Service and Repair Code (the “**Consumer Guide**”), is available from accredited businesses or to download from: www.TheMotorOmbudsman.org

Staff

Commitment: ‘All staff within the accredited business will work competently and in your best interests to provide the service that you require’

The Service and Repair Code has been developed by The Motor Ombudsman in conjunction with the motor industry to provide a self-regulatory regime through which accredited businesses can demonstrate their intention to operate responsibly. Accredited businesses will also have in place a cost-effective and speedy dispute resolution service that consumers can readily access in the event of a disagreement.

Complaints Handling

Commitment: ‘The accredited business will handle complaints swiftly, following the guidance detailed in the Complaints Handling section of this document’

Accredited businesses are obliged to accept the Service and Repair Code in its entirety and ensure that their staff are aware of their responsibilities under the Service and Repair Code as well as their statutory legal and trading responsibilities.

Accredited businesses must inform consumers of the Service and Repair Code and direct them to their complaints process and make them aware of The Motor Ombudsman.

Throughout the Service and Repair Code

Accredited business

The term accredited business describes individual garages, roadside or mobile mechanics, businesses and dealers that carry out vehicle services and repairs and have been accredited to the Service and Repair Code by The Motor Ombudsman and any references to 'they', 'them' or 'their' shall be deemed to be references to accredited business(es) unless the context otherwise requires.

Vehicle

The term vehicle is taken to include light and medium commercial vehicles and derivatives (up to a maximum gross vehicle weight of 6 tonnes) in addition to passenger cars, provided that the vehicle is intended for the consumer's personal use only and not in connection with any business.

Consumer

The term consumer refers to the owner and/or end user of any vehicle (as defined above), and includes any vulnerable consumer, and any reference to 'you' or 'your' in the Service and Repair Code shall be deemed to be addressed to the consumer.

Vulnerable consumer

The term vulnerable consumer describes any consumer whose circumstances put them at risk of making an incorrect or inappropriate decision, or of receiving inferior goods or services.

What their commitment means to you

The term "what their commitment means to you" refers to commitments made to the consumer by the accredited business in accordance with the Service and Repair Code.

New vehicle warranty

The term new vehicle warranty is taken to include the manufacturer's warranty and any extension provided free with a new vehicle.

Extended warranty

The term extended warranty is taken to include any warranty provided with a vehicle that is not a new vehicle warranty or any warranty purchased after the new vehicle warranty has expired.

Warranty provider

The term warranty provider describes the administrator of the warranty.

Guarantee

The term guarantee describes the method(s) of ensuring quality of parts and work.

Term Estimate

The term estimate is taken to mean an approximate cost to complete the work required.

Quotation

The term quotation is taken to mean a statement of the cost for which the work will be completed.

Subcontracted work

The term subcontracted work describes any work which the accredited business hires a separate organisation to perform.

Diagnostic or exploratory work

The term diagnostic or exploratory work describes the work carried out in determining the cause of a problem.

Invoice

The term invoice means an invoice that lists separately with costs against each item, the work carried out, parts used, labour, additional work agreed, environmental disposal charges and VAT.

Competent

The term competent describes demonstrated proficiency in the required skills and abilities of the job holder.

What this commitment means to you

- 1.1 Any advertisements, promotions or any other publications or communications, whether in writing or otherwise, will not contain any content which is likely to mislead you or be misunderstood.
- 1.2 Any advertisements, promotions and other publications or communications will comply with the requirements of applicable legislation along with the codes, regulations and rulings of relevant organisations or associations.
- 1.3 Any price quoted should be inclusive of VAT where applicable (and consumers informed where not), and cover any additional charges such as waste disposal and environmental charging.
- 1.4 The words 'guarantee' or 'warranty' within any accredited business advertisements will not be used unless the full terms of that guarantee or warranty are set out clearly within the advertisement or are available before you commit to any work or transaction. Warranties/guarantees where purchased or provided are in addition to a consumer's statutory rights.
- 1.5 In the unlikely event that any accredited business is found breaching any legislation, codes, regulations or rulings relating to advertising, or is convicted of an offence relating to advertisements for services and/or repairs, that accredited business will be deemed to be in breach of the Service and Repair Code.

All accredited business advertising will **honestly and accurately** promote any services.

We would advise you to...

- Read accredited business advertisements carefully and in full. If an advertisement is not clear to you, clarify it before you commit yourself to any transaction.
- Check that the specification and service requirements of the vehicle you are having serviced or repaired match that being booked.
- Check with the accredited business that you have its latest pricing structure.

For your information

Where applicable to the accredited business and/or the transaction, the accredited business will observe the requirements of all applicable legislation and regulatory requirements, including without limitation:

- Consumer Credit Act 1974 (as amended by the Consumer Credit Act 2006)
- The Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013
- Consumer Rights Act 2015 Misrepresentation Act 1967
- Consumer Protection from Unfair Trading Regulations 2008
- The UK Code of Broadcast Advertising
- The UK Code of Non-Broadcast Advertising, Sales Promotion and Direct Marketing

What this commitment means to you

- 2.1 The accredited business will provide you with flexibility and choice regarding dates and times for booking and completion, along with accurate information and advice to enable you to choose the service and repair work required, which you will be asked to authorise by signature.
- 2.2 The accredited business will confirm whether any additional or special requirements you may have are included or require additional work, time and/or cost prior to agreement of a completion date and time.
- 2.3 The accredited business will fully explain and give you clear practical advice to help you understand the work required and being offered in order to complete the agreed work, which will be confirmed in writing if requested.
- 2.4 The terms under which the accredited business will be charging for any diagnostic or exploratory work will be confirmed and agreed during the booking process, as will its cancellation policy, which will allow you to cancel the repair and/or service at any time, subject to your legal liability for any work done so far, including reasonable labour and parts costs generated, which will be kept to a minimum.
- 2.5 Replaced parts will be made available for you to view and examine until hand over of the vehicle unless otherwise agreed. You should only ever remove these from the accredited business if you have the ability to dispose of them in an environmentally responsible manner.
- 2.6 Accepted methods of payment will be confirmed prior to work commencing.
- 2.7 All terms and conditions of business will be written in plain English, prominently displayed within the premises where applicable and will be available upon request.
- 2.8 Where an estimate is given, this will be supplied as a breakdown of costs to be provided in writing, as a general guide to the cost of the work required (which could go up or down) and be inclusive of all parts, labour and VAT where appropriate. Estimates should be given and agreed before any work is carried out and where provided in writing will clearly state that it is an estimate.
- 2.9 Where a quotation is given, this will be supplied in writing as a breakdown of the firm agreed price to complete the work requested, offered to be provided in writing and be inclusive of all parts, labour and VAT where appropriate. Quotations should be given and agreed before any work is carried out and where provided in writing will clearly state that it is a quotation.
- 2.10 The accredited business will not require deposits or prepayments for service and repair work.
- 2.11 High-pressure selling techniques will not be used and accredited businesses will adapt their sales process and have satisfactory provisions in place in order to attend to consumer needs.

The price for the work that the **accredited business** agrees to undertake will be all-inclusive.



We would advise you to...

- Understand exactly the work to be undertaken on your vehicle (and the consequences of not having certain work/servicing carried out) including the agreed cost and completion time.
- Clearly agree further contact instructions, including your availability, while your vehicle is being worked on.
- Understand any additional work required to your vehicle/advised by the accredited business and whether this will cause additional cost, timescales, etc.
- Inform the accredited business of any special needs relating to the service and/or repair, as it cannot advise appropriately if you do not explain these requirements.
- Notify the accredited business of any warranty and the relevant authorisation procedure, as any repairs may be covered.

For your information

- Where applicable to the accredited business and/or the transaction, the accredited business will observe the requirements of all applicable legislation and regulatory requirements, including without limitation:
- Consumer Credit Act 1974 (as amended by the Consumer Credit Act 2006)
 - Consumer Protection from Unfair Trading Regulations 2008
 - Consumer Rights Act 2015
 - Misrepresentation Act 1967
 - The Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013

What this commitment means to you

- 3.1** If your vehicle is booked in, in advance, the accredited business will endeavour to have the appropriate parts in stock to complete the work as agreed at the time of booking. If this is not possible, the accredited business will contact you prior to the date of your booking to re-arrange, in which case you may also exercise your right to cancel the booking.
- 3.2** If during the performance of the agreed work, it becomes apparent that additional time, labour or parts will be necessary to address consequential/additional needs not previously recognised, the accredited business will contact you for authorisation prior to commencement of this additional work, giving you the opportunity to accept and agree a new completion time/date, or decline and exercise your right to cancel the booking.
- 3.3** If your vehicle is dismantled, the accredited business will not compel you to agree to the completion of additional work. The accredited business will always offer an option of re-assembly within the original price, where possible. The accredited business will also make you aware of any operating and/or safety implications of not having work carried out.
- 3.4** The accredited business undertakes to guarantee all service and repair work against failure. The accredited business will inform you where parts are provided with a manufacturer's warranty. The accredited business will tell you about the duration of any warranty or guarantee and how to exercise it.
- 3.5** Any guarantees or warranties provided with parts or labour are in addition to your existing consumer rights.
- 3.6** Replaced parts will be made available for you to view and examine until hand over of the vehicle unless otherwise agreed. You should only ever remove these from the accredited business if you have the ability to dispose of them in an environmentally responsible manner.
- 3.7** Servicing carried out in accordance with the requirements of a new vehicle warranty will be performed according to the vehicle manufacturer's service specification and documentation detailing this will be provided to you (unless otherwise specifically agreed and authorised by you in writing).
- 3.8** The accredited business will remain responsible for ensuring the quality of any subcontracted work carried out under the agreed booking.
- 3.9** The accredited business will agree with you the parts to be used, prior to commencing work.
- 3.10** The accredited business will carry out all work within an agreed timescale, exercising the reasonable skill and care you are entitled by law to expect. If the work is likely to take longer they will contact you, as stated in paragraph 3.2.
- 3.11** The accredited business will obtain permission from the warranty provider prior to starting any repairs covered by any warranty, as long as the accredited business has been made aware that the vehicle is covered by a warranty.
- 3.12** The accredited business will promptly and effectively respond to any questions you have regarding the completed work and swiftly investigate any issues with the work. Where possible, the accredited business will rectify any issues at no extra cost.

The accredited business will **complete the work** as agreed with you.



We would advise you to...

- Clearly notify the accredited business where a vehicle manufacturer's warranty period applies, as the vehicle manufacturer will have set certain specific criteria to be observed by the accredited business to maintain the benefit of the warranty.
- Decide whether or not to have your vehicle serviced according to the vehicle manufacturer's requirements, in full knowledge of the consequences (which the accredited business will have explained to you).
- Understand that you will not invalidate a new vehicle warranty by having original spare parts or parts of matching quality fitted to your vehicle, but that these components or consequential damage caused by their failure will not be covered by the new vehicle warranty.
- Understand that failure to have your vehicle serviced according to the manufacturer's servicing schedule may invalidate any warranty and could cause the premature failure of parts.
- Understand that the warranty for original spare parts or parts of matching quality other than those provided by the vehicle manufacturer will be with the parts manufacturer.

- Be aware that elements of work required will sometimes be outsourced for another specialist outlet to perform. The satisfactory conclusion of these tasks will remain the accredited business's responsibility.
- Understand that any terms relating to parts in extended warranties must be followed for the extended warranty to remain valid.

For your information

Where applicable to the accredited business and/or the transaction, the accredited business will observe the requirements of all applicable legislation and regulatory requirements, including without limitation:

- Consumer Protection from Unfair Trading Regulations 2008
- Consumer Rights Act 2015
- Misrepresentation Act 1967
- Motor Vehicle Block Exemption Regulation (EC) 1400/2002
- Road Traffic Act 1988
- Supply of Goods and Services Act 1982

What this commitment means to you

- 4.1 The accredited business's prices will be clear and inclusive of parts, labour, VAT and any other additional charges, to include the cost of disposal and any environmental disposal charges.
- 4.2 Where an estimate is given, this will be provided as a general guide to the cost of the work required and clearly stated at the time of booking (see paragraph 2.8).
- 4.3 Where a quotation is given this will be as a firm, agreed price to complete the agreed work and will be clearly stated at the time of booking (see paragraph 2.9).
- 4.4 If during the performance of the agreed work, it becomes apparent that additional time, labour or parts will be necessary to address consequential or additional needs not previously recognised, the accredited business will contact you for your authorisation prior to commencement of the proposed additional work.
- 4.5 Unless a 'fixed price' arrangement has been agreed in advance (e.g. fixed-price servicing), final invoices will clearly list the work that has been carried out, identifying any additional work agreed and detailing parts used, labour, environmental disposal charges and VAT separately.
- 4.6 All elements of the service provided, work carried out and the prices charged will be explained to you during the handover procedure upon completion of the agreed work, at which point payment will be due.

Accredited business invoices will match the booking price.



We would advise you to...

- Check that the invoice details the work as agreed to be carried out and that the price meets with that agreed at the time of booking.
- If additional work has been agreed, ensure this is clearly detailed on the final invoice.
- Retain your detailed invoice to form part of your service history. Proof of servicing will be required in the event of a warranty claim.

For your information

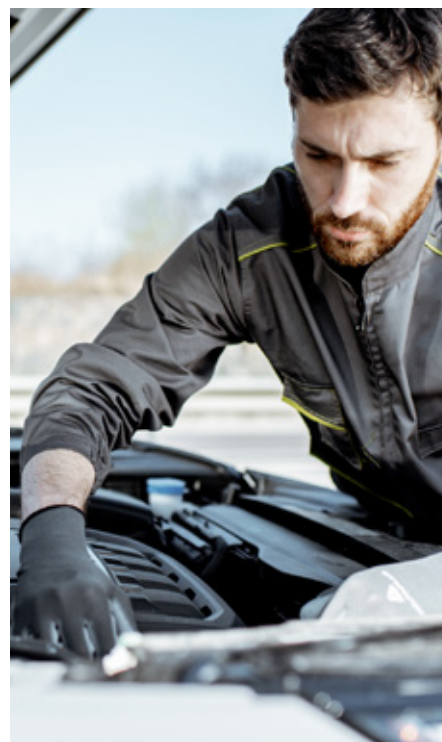
Where applicable to the accredited business and/or the transaction, the accredited business will observe the requirements of all applicable legislation and regulatory requirements, including without limitation:

- Consumer Protection from Unfair Trading Regulations 2008
- Consumer Rights Act 2015
- Misrepresentation Act 1967
- Supply of Goods and Services Act 1982
- The Price Marking Order 2004

What this commitment means to you

- 5.1 Staff will be trained in, and abide by the Service and Repair Code, comply with applicable legislation, be professional and polite at all times and treat you and your property with respect and care.
- 5.2 Staff are committed to completing work accurately and efficiently and will be attentive, especially to the needs of vulnerable consumers.
- 5.3 Staff are competent to carry out the work within their responsibilities, or in the case of trainees they will be supervised by someone who is competent.
- 5.4 Work undertaken by supervised staff will be checked to ensure it has been performed appropriately.
- 5.5 The accredited business will provide, and its staff will use, appropriate equipment and facilities to complete all work to a satisfactory standard.
- 5.6 Staff will communicate clearly and not use technical jargon or terminology without offering to explain it fully.

All staff within the accredited business will work competently and in **your best interests** to provide the service that you require.



We would advise you to...

- Be clear in expressing what you require and question if you do not understand what you are being told.
- If you are not sure about anything, ensure you ask for more details.

For your information

Where applicable to the accredited business, we observe the requirements of all legislation and regulatory requirements, including:

- Consumer Protection from Unfair Trading Regulations 2008
- Consumer Rights Act 2015
- Equality Act 2010
- Health and Safety at Work Act 1974
- Supply of Goods and Services Act 1982

What this commitment means to you

- 6.1 The accredited business will take effective, immediate action in order to ensure that you receive a fair response to your complaint.
- 6.2 The accredited business will have in place an accessible arrangement for the handling of complaints and details of the complaints procedure will be made available to you on request. Where the complaints handling system is computer-based, the ability to provide a durable copy of the complaints record is required.
- 6.3 The accredited business will co-operate fully with any consumer advisor or any other intermediary you choose to consult in an effort to resolve your complaint.
- 6.4 In the event that your complaint remains unresolved, the accredited business will advise you of your right to refer your complaint to The Motor Ombudsman.
- 6.5 The Motor Ombudsman is responsible for the operation of an impartial alternative dispute resolution service. The Motor Ombudsman will provide an appropriate outcome for the complaint.
- 6.6 The accredited business will give every assistance to The Motor Ombudsman while they are investigating a complaint, and in reaching a conclusion.
- 6.7 If either party disagrees with The Motor Ombudsman's conclusion, the accredited business will submit to a legally binding final decision of the ombudsman.
- 6.8 The accredited business will ensure that you are aware of its adherence to the Service and Repair Code by the prominent display of appropriate signage within the accredited business's premises, including copies of the Service and Repair Code (which should be made available by the accredited business to consumers upon request).
- 6.9 The accredited business will prominently display copies of the Consumer Guide to the Code within its premises where applicable and will make copies available to consumers.
- 6.10 The Motor Ombudsman will analyse complaints regarding the Service and Repair Code or other matters referred to The Motor Ombudsman for adjudication. The results of this analysis will be published within The Motor Ombudsman's Annual Report.

We would advise you to...

- Make your complaint in writing where possible so you can keep a record of all discussions and correspondence.
- Allow the accredited business a reasonable opportunity (of no less than eight weeks) to resolve your complaint. If you and the accredited business mutually agree that a deadlock has been reached before eight weeks have passed, and the accredited business provides a letter or email to this effect, then you may bring your complaint to The Motor Ombudsman before the eight week deadline has passed.
- Refer to The Motor Ombudsman in the event the matter remains unresolved. Further information can be found in the "Guidance On Handling Complaints" section in the Appendix.

- While accredited businesses are required to engage with The Motor Ombudsman, you still reserve your option to pursue your case outside of this mechanism through other legislative channels such as the Small Claims or County Court process.

For your information

Where applicable to the accredited business and/or the transaction, the accredited business will observe the requirements of all applicable legislation and regulatory requirements, including without limitation:

- Alternative Dispute Resolution for Consumer Disputes (Amendment) Regulations 2015
- Alternative Dispute Resolution for Consumer Disputes (Competent Authorities and Information) Regulations 2015
- Consumer Rights Act 2015
- Equality Act 2010

Guidance on Handling Complaints

Initial complaint

A consumer or intermediary who has a complaint about an accredited business should, in the first instance, refer the matter to the accredited business. A copy of the accredited business's complaint procedure should be made available to the consumer upon request.

The complaint, where possible, should be in writing and should be addressed to a senior executive, director, or the proprietor of the accredited business.

The accredited business will have up to eight weeks in which to issue a final response, but should aim to acknowledge your complaint within ten working days. A consumer can refer their complaint to The Motor Ombudsman once the accredited business has issued a final response, or if it has been more than eight weeks since the consumer contacted the accredited business and no response has been received.

In the event that a complaint remains unresolved by the accredited business then it shall make clear to the consumer their right to refer the complaint to The Motor Ombudsman.

The Motor Ombudsman

The Motor Ombudsman will look at complaints where a potential breach of the Service and Repair Code has occurred. The service is free to consumers as an alternative to traditional avenues (such as a court).

Adjudication

The service will require both parties to submit their complaint and any supporting evidence and an adjudicator will be assigned to review and resolve the dispute.

In complex cases where it is not always possible to resolve a dispute quickly, the adjudicator may need more time to gather further facts and supporting evidence from each party in order to reach a decision.

Final decision

If a case remains unresolved or there is a difference of opinion that cannot be satisfactorily addressed at the adjudication stage, then it may be referred to the ombudsman to make a final decision.

If the consumer accepts the final decision of the ombudsman, it becomes legally binding on all parties. This constitutes the last stage of The Motor Ombudsman's process.

Further Information

Complaints should be referred to The Motor Ombudsman within one year of the complaint being made to the accredited business or from the date of the final response letter, whichever is the later. If it has been more than six years since the event giving rise to the complaint, then The Motor Ombudsman may not be able to consider the complaint.

Further details about the terms of the service are available upon request or can be found at: www.TheMotorOmbudsman.org



Appendix (cont.)

How to contact us

If all attempts to reach a satisfactory solution fail, consumers may refer the complaint to The Motor Ombudsman as set out above. Accredited businesses should ensure that they advise consumers of their right to refer the complaint. The customer satisfaction survey can be accessed at: www.TheMotorOmbudsman.org
Or write to: The Motor Ombudsman, 71 Great Peter Street, London SW1P 2BN
Information Line: **0345 241 3008**

Disciplinary Action

The Independent Compliance Assessment Panel (ICAP) is an independent panel which monitors the operation of the Service and Repair Code and accredited business compliance with the Service and Repair Code.

ICAP will also meet to review cases of persistent or serious breaches of the Service and Repair Code by accredited businesses.

ICAP is independent of the sector and its authority over accredited businesses reflects the serious nature with which The Motor Ombudsman views non-compliance. It is the responsibility of The Motor Ombudsman to acknowledge when an accredited business has breached the Service and Repair Code in a manner that requires more than adjudication and make a referral to ICAP.

Other Codes of Practice

If the complaint is not about a service or repair issue, then The Motor Ombudsman may still be able to assist if it is covered by another Code of Practice. For more information on all the other Codes, visit www.TheMotorOmbudsman.org

The Chartered Trading Standards Institute Consumer Codes Approval Scheme (CCAS)

The Motor Industry Codes of Practice are approved by the Chartered Trading Standards Institute Consumer Codes Approval Scheme, which facilitates self-regulation and aims to bolster consumer protection and improve customer service standards.

Complaints Escalation Procedure

This diagram is intended to act as a visual aid to assist your understanding of the complaints escalation process that will be followed for any complaints made to or regarding an accredited business under the Service and Repair Code. All references to 'TMO' are to: 'The Motor Ombudsman'.

ADR Certified

The Motor Ombudsman is also approved by the UK Government as a consumer ADR body under the Alternative Dispute Resolution for Consumer Disputes (Competent Authorities and Information) Regulations 2015.

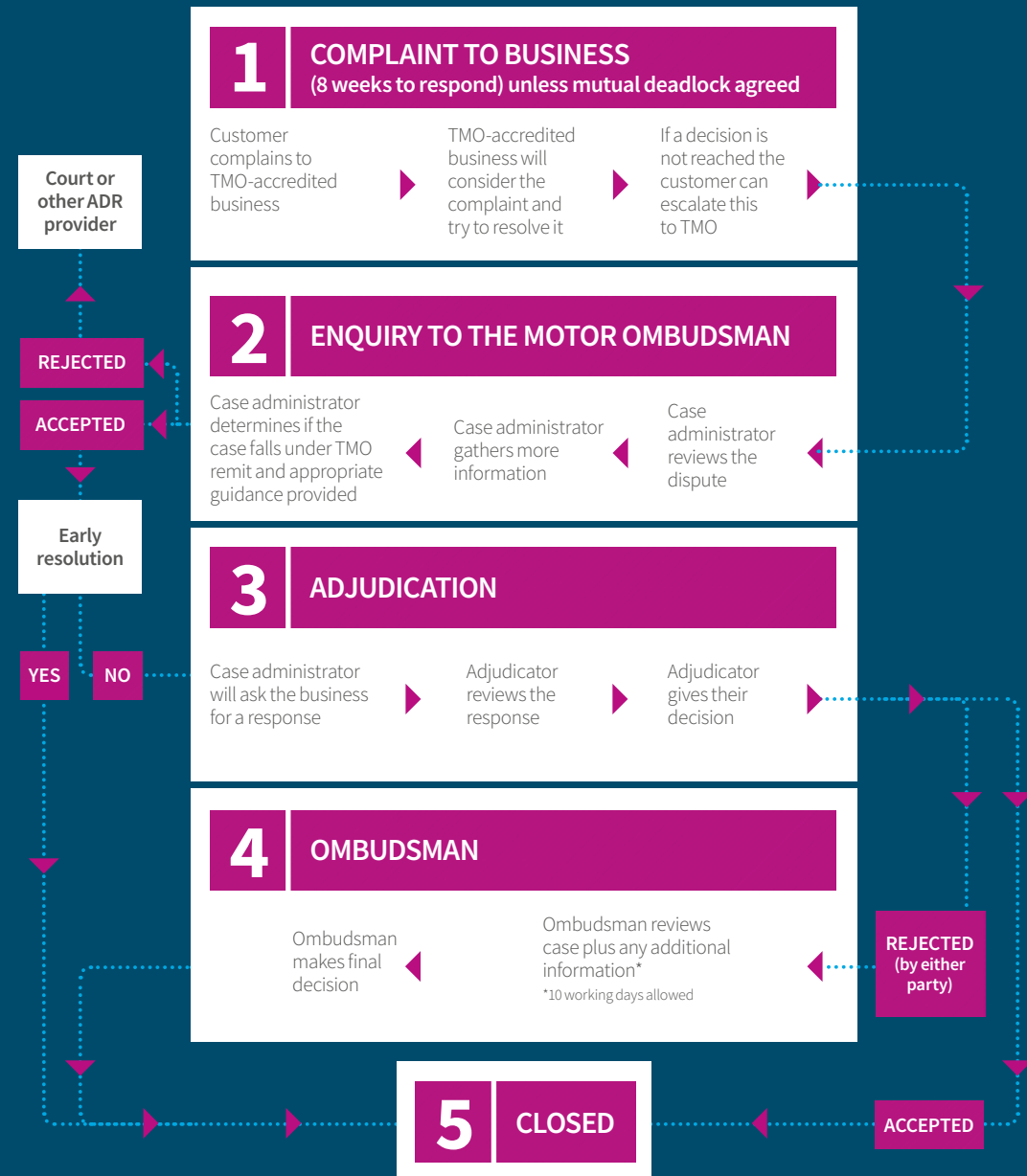
Customer Satisfaction Survey

The customer satisfaction survey is used to monitor accredited businesses' performance under the Service and Repair Code. The results of the survey will be published in The Motor Ombudsman Annual Report.

The customer satisfaction survey can be accessed at: www.TheMotorOmbudsman.org/reviews

Data

For the purpose of monitoring and resolving complaints, and monitoring compliance with the Service and Repair Code as well as assessing consumer satisfaction, accredited businesses may pass personal data to The Motor Ombudsman who may analyse that data and publish findings based on it. Accredited businesses and The Motor Ombudsman will process personal data at all times in accordance with the Data Protection Act 2018.



The Motor Ombudsman aims to have all cases resolved within 90 days. However, sometimes things can be a bit trickier and it may take longer to reach a decision. If that is the case, The Motor Ombudsman will keep both parties informed at every step of the way.

Further Information

Enquiries or complaints

The Motor Ombudsman telephone:

0345 241 3008

The Motor Ombudsman website:

www.TheMotorOmbudsman.org

Relevant web links

- The Chartered Trading Standards Institute: www.tradingstandards.uk
- Advertising Standards Authority: www.asa.org.uk
- Citizens Advice Bureau: www.citizensadvice.org.uk
- Financial Ombudsman Service: www.financial-ombudsman.org.uk
- Financial Conduct Authority: www.fca.org.uk
- Ofcom: www.ofcom.org.uk

Legislation web links

Information on the legislation referred to in the Service and Repair Code can be found on the website: www.legislation.gov.uk

Legislation referred to within the Service and Repair Code

- Alternative Dispute Resolution for Consumer Disputes (Amendment) Regulations 2015
- Consumer Credit Act 1974 (as amended by the Consumer Credit Act 2006)
- Consumer Protection from Unfair Trading Regulations 2008
- Consumer Rights Act 2015
- Equality Act 2010
- Health and Safety at Work Act 1974
- Misrepresentation Act 1967
- Motor Vehicle Block Exemption Regulation (EC) 1400/2002
- Supply of Goods and Services Act 1982
- The Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013
- The Price Marking Order 2004
- The Road Traffic Act 1988
- The UK Code of Broadcast Advertising
- The UK Code of Non-Broadcast Advertising, Sales Promotion and Direct Marketing

