

The Motor Ombudsman (TMO) consumer enquiry form

Please refer to the guidance notes on Page 5 if you're unsure how to fill out this form. If you can't find the answer to your question, or need us to help you complete this, please give us a call on 0345 241 3008.

All information you submit via this form, including any personal and/or sensitive information, will be received and processed by TMO in accordance with our Privacy Notice, which we would encourage you to read online at www.themotorombudsman.org/privacy-notice. If you need it in another format, please let us know.

Before completing the form, please tick to confirm:

- ☐ I have already raised a complaint with the accredited business and they have given me their final response, or more than 8 weeks has passed since I raised my complaint
- ☐ I have provided a copy of the final response, if received, and all other information which is relevant to my complaint with this form

My enquiry is about: (please tick one or more)

- ☐ My new car warranty ☐ My extended warranty ☐ A service or repair carried out to my car ☐ A vehicle purchase

TMO reference no (please enter if you have been provided with one):

Section 1 - Your personal details

Your name:	
Address line 1:	
Address line 2:	
Town/city:	
County:	
Postcode:	
Phone number:	
Email address:	
Where you heard about our service:	
Approximate value of complaint:	
Outcome you're looking for:	
The business you're complaining about:	
Your age:	<input type="checkbox"/> 17-25 <input type="checkbox"/> 26-39 <input type="checkbox"/> 40-55 <input type="checkbox"/> 56-65 <input type="checkbox"/> 65+ <input type="checkbox"/> Prefer not to say
Your gender:	<input type="checkbox"/> Female <input type="checkbox"/> Male <input type="checkbox"/> I identify another way <input type="checkbox"/> Prefer not to say
Do you need us to adapt the way we communicate with you?	

Section 2 – Your vehicle details

Make:	
Model:	
Registration number:	
Purchase date:	
Purchased from (name and location of business):	
Current mileage:	

Section 3 – Accredited business' details

Business' name:	
Business' location:	
Business' accreditation number (if known):	
Invoice number (if known):	
Business contact who dealt with and/ or responded to your complaint:	

Section 4 – Extended warranty details (if applicable)

Warranty provider:	
Policy number:	
Product type:	

Section 5 – Main use of the vehicle (please tick)

Is it used as a personal vehicle? ☐

Is it used as a business vehicle? ☐

Section 6 – Vehicle faults and issues

Most recent/current vehicle faults (please also send a copy of any relevant invoice, job cards or expert reports that have been obtained if applicable):	
Any other faults or problems with the vehicle:	

Section 7 – Brief outline of your complaint (including the resolution you are seeking)

Section 8 – Declaration

Finally, please read this declaration and tick accordingly:

- (1) I would like TMO to look into my complaint. ☐
- (2) I have read, understood and agree to the adjudication terms of service, a copy of which is attached to this form. ☐
- (3) To the best of my knowledge, I confirm all details provided in this form are accurate. ☐
- (4) I am the registered keeper of the vehicle, or; ☐
- (5) I am not the registered keeper and I have the registered keeper's permission to act on their behalf, and will supply this to TMO in writing alongside this form. ☐
- (6) I understand that in order to try and resolve my complaint, TMO will need to use and keep personal information about me and that my personal information will be processed and retained in accordance with its Privacy Notice, a copy of which has been made available to me via its website. ☐
- (7) I understand that in order to adjudicate my complaint, TMO will share the details of my complaint, including the personal information I have provided within this form, to the relevant accredited business and any other relevant parties connected with my complaint in accordance with its Privacy Notice, a copy of which has been made available to me via its website. ☐
- (8) I acknowledge that the accredited business and other relevant parties connected with my complaint will share personal information with TMO so you can investigate my complaint ☐
- (9) I am happy for TMO to contact me for feedback regarding the service provided ☐

Full name:

Signature:

Date:

Please now submit your form and a copy of ALL documents relevant to your case, including a copy of the accredited business' final response, to:

Fax: 020 7344 1678

Post: The Motor Ombudsman, 71 Great Peter Street, London, SW1P 2BN

If you would like to submit your case electronically, please visit <https://www.themotorombudsman.org/consumers/case-creation>

Confidentiality

By submitting your complaint, you acknowledge that The Motor Ombudsman Ltd will pass your complaint and any supporting evidence to the accredited business against which you have raised a complaint. The Motor Ombudsman Ltd shall not disclose details of the complaint to anyone else unless it is necessary to do so in order to enforce a binding settlement, obtain relevant information or as may be required by law. The Motor Ombudsman Ltd may collate and process data pertaining to the use of the service, compile, analyse and publish statistics and monitor and review the operation of the service provided but will not publish any personal, privileged or confidential information without the consent of the parties. The Motor Ombudsman Ltd will publish a sample of its case outcomes – with any identifying personal details removed.

Data protection

The service carried out by The Motor Ombudsman does not in any way affect your statutory data protection rights under UK law. We encourage you to review our Privacy Notice, which explains how and why we will be processing your personal information to adjudicate and resolve your complaint. Should you have any queries regarding data protection, please contact your case handler or email gdp@tmo-uk.org. Please do not submit any enquiry forms to this email address.

TMO terms of use

1. The rules apply to disputes between two parties: the accredited business and the consumer. The rules may be adapted for disputes involving three or more parties at our discretion.
2. We require either an email address or postal address with which to correspond with you. If you are unable to provide either, then please contact our team on 0345 241 3008.
3. We will not be able to consider the complaint if:
 - a. It concerns physical injury, illness, distress/nervous shock or their consequences, criminal activity or claims of negligence.
 - b. The value of any award would exceed £10,000 and/or, where appropriate, the value of the vehicle.
 - c. A legally-binding judgment has already been made, although we may record details of the complaint for monitoring purposes.
 - d. It does not fall within the remit of one or more of our Codes of Practice.
4. We may be unable to consider the complaint if:
 - a. It has been more than six years since the event occurred *OR* it has been more than 12 months since you either complained to the business or received their final response.
 - b. The complaint is being or has been previously considered by another ADR body or a court.
 - c. You have accepted an offer in full and final settlement of the complaint you are looking to raise.
 - d. There are no demonstrable financial losses.
 - e. The vehicle was bought in or is registered in the name of a business, or is primarily used for business purposes.
 - f. The complaint is frivolous and/or vexatious.
 - g. Dealing with such a dispute would seriously impair the effective operation of The Motor Ombudsman.
 - h. You have not yet exhausted the accredited business' complaints process or allowed them up to 8 weeks to issue a final response.
5. The service is designed for use without the need for legal representation. However, any party may choose to be represented by a third party but do so at their own cost which may not be recovered within the service or any subsequent legal action. If you are representing someone else, you must declare this and have their express permission in writing to act on their behalf and for us to process their data.
6. We can allow each party to submit further information and change their response.
7. We can order both parties to provide any information they feel is relevant to the dispute – if this is withheld, any decision made may not be overturned if the information is later disclosed.
8. We may request either party to appoint an expert to report on specific issues, if it is necessary to support their complaint.
9. We will not tolerate unreasonable or unacceptable behaviour. For more information on how we handle this type of behaviour, please visit <https://www.themotorombudsman.org/consumers/unacceptable-actions-policy>.
10. A consumer can withdraw their complaint at any stage by notifying us, preferably in writing.

Consumer enquiry form: guidance notes

Section 1 – personal information

Please ensure you complete all information in these fields. If you have any specific requirements or you need a reasonable adjustment to access our service, please provide details and we will do our best to assist you. Alternatively, you can contact one of our team on 0345 241 3008.

Remedies - we can recommend:

- ✓ an apology;
- ✓ an explanation of what went wrong;
- ✓ a practical action to correct the problem;
- ✓ and/or a financial award (subject to a limit, see our terms below)

Please be aware that you will need to be able to provide evidence of any financial losses, such as receipts or invoices, and be able to demonstrate that you have kept your losses to a minimum.

Section 2 – vehicle details

Please ensure you complete all information in these fields – this will be essential for the accredited business to investigate and respond to your complaint.

Section 3 – accredited business' details

Please ensure you include details of the accredited business that you are complaining about – if it is a garage or dealership, please remember to include the location to avoid delays in processing your complaint.

Section 4 - primary use of the vehicle

Please ensure that you tick the relevant box so we can identify the main use of the vehicle. If you use your vehicle more for business than you do for your own use – for example, if you use your vehicle for business from Monday to Friday, and for personal use on Saturday and Sunday, we would consider this to be a business vehicle.

Section 5 – extended warranty details

This only applies if there is a valid extended warranty for your vehicle.

Section 6 – vehicle faults and issues

Please include in this section the most recent vehicle fault you have complained about to the accredited business, if applicable:

Examples – clutch, brake, head gasket, tyres, windscreen, steering, suspension, paint etc

Please also include more information about the specific issues in your complaint:

Examples – no response to my correspondence from accredited business; reoccurrence of problem that was repaired under warranty; not satisfied with offer; repair work not of a satisfactory standard; exhausted business' complaints procedure; expiration of manufacturer or extended warranty; not satisfied with goodwill offer; claim not covered; product interpretation; delay in authorisation; issues with vehicle quality etc

Section 7 - brief outline of complaint

This section is for you to outline the most recent events that led to you having to complain to the manufacturer/policy provider/garage and the response you have received from them. Feel free to send copies of any additional supporting information.

Section 8 – declaration

Please ensure you tick all those that are relevant to you. However, it's worth bearing in mind that if you don't give us consent to share your personal information, we won't be able to investigate your complaint.