



# Complaints about our service

The Motor Ombudsman believes in carrying out its work with **PRIDE**: being **P**ositive, **R**espectful, **I**mpartial, **D**ynamic and **E**mpowered. Whilst we understand that, as an impartial body, we may reach outcomes with which people disagree, we want to ensure that everyone feels that the service provided to them has been effective, professional and fair.

It's really important to us to hear feedback from those using our service. So, if you feel that our service has fallen short or hasn't provided the standard of service you expected, then please get in touch. This could be anything – from your complaint taking longer than you thought it would, to one of our team communicating with you in a way that you found to be inappropriate. Whilst we have robust quality monitoring processes in place, we still rely on consumers and accredited businesses letting us know when something's gone wrong so that we can continuously learn and improve.

We do want to make you aware that complaining about the service won't result in us changing a decision on the facts of your case. A team leader or senior manager will only be reviewing the service provided to you – they don't have the power to overturn any outcomes reached. For further information on what to do if you're unhappy with a decision we've made, then please see page 2 of this factsheet.

## Our service complaints process

The first thing to do is let us know what's happened. It's useful for the person investigating your concerns to have them in writing, so they can refer back to them when looking into what's happened, but we can also discuss things over the phone. The easiest thing to do is email [servicecomplaints@tmo-uk.org](mailto:servicecomplaints@tmo-uk.org).

Normally, one of our team leaders will respond in the first instance. Which team leader will depend on what your complaint is about and where your complaint is within our process – for example, if you're complaining about an individual staff member, it will be their manager that investigates. They will then write to you with the findings of their investigation, their outcome and, if necessary, any actions they will be taking. This could be an apology, a change to a process or feedback to any staff members involved.

If you're still unhappy, and you don't think the team leader has resolved your issue, we can escalate your complaint to a senior manager. They'll carry out their own review of your concerns – and whilst they may agree with the team leader, they're not bound by their findings. Please be aware that when you first complain to us, it's unlikely it'll be a senior manager that responds.

At both stages, it usually takes us around 15 working days to investigate and provide a response.



# How to challenge a decision reached by The Motor Ombudsman

## Adjudication

We operate a two-stage process here at TMO.

An administrator will look at your case in the first instance. They will gather information and evidence from both parties before passing the case to an adjudicator. The adjudicator will then come to a decision, taking into account the applicable Code of Practice and the evidence provided by both sides, to reach an outcome that is fair and reasonable.

If you're unhappy with an adjudicator's decision, you have the opportunity to provide further comment and evidence for them to consider. The adjudicator will always keep you informed about your next steps, including whether someone else can look at the case and your right to withdraw from our process at any time.

## Final decision

If you continue to disagree with the adjudicator's decision, the case will be passed to an ombudsman who will conduct a full and final review of your case. Please bear in mind that unless you provide some new information or evidence, that hasn't previously been considered by the adjudicator, it's unlikely the outcome is going to change. However, the ombudsman isn't bound by the adjudicator's outcome and they may think something different. The ombudsman can also ask for further information from either party.

Once a final decision is made, that is the end of our process and there is no further right of appeal. An ombudsman's final decision cannot be overturned by anyone within The Motor Ombudsman - however, if you disagree with the ombudsman's final decision, you have the right to reject it and you can still take your case to court.

Please note that once a final decision is made, we probably won't take any further action on your case unless there is good reason to do so – for example, we've made an award that you haven't yet received.

You can find more information about the terms of our service at [www.themotorombudsman.org](http://www.themotorombudsman.org).