

Everything you need
to know about
**The Motor
Ombudsman.**



THE MOTOR
OMBUDSMAN

The first and
only ombudsman
**dedicated to
the automotive
sector.**

Here to help

Every day, we help consumers, car manufacturers, franchised dealerships, independent garages and vehicle warranty providers find resolution in automotive disputes. We are entirely impartial and our Codes of Practice promote responsible business in all things motoring.



THE MOTOR
OMBUDSMAN



Motor Industry Code of Practice for

New Cars

Vehicle Sales

Service and Repair

Vehicle Warranties

The first and only ombudsman
dedicated to the automotive sector

**Wherever you see the Ombudsman tick, you can be confident
that your car manufacturer, warranty provider, dealer or garage:**



Follows our Chartered Trading Standards
Institute approved Codes of Practice



Commits to excellent standards of service



Employs competent and caring staff



Never uses pushy sales techniques



Provides the information to help you make
an informed decision



Encourages honest feedback about its business



Offers a free and fair dispute resolution service
should anything go wrong

If things go wrong

Things do sometimes go wrong when buying and servicing vehicles. If the dispute is with a business accredited to The Motor Ombudsman, you don't need to keep struggling to resolve a problem: we can help.

We don't take sides - we look at what's happened and make a decision based on our Codes of Practice and consumer law. And, it won't cost you anything.

Resolving a dispute

Alternative Dispute Resolution involves an independent and impartial third party reviewing the evidence and making a decision, offering a view or helping the parties come to an agreement. This is a free and swift alternative to taking the issue to court.

The Motor Ombudsman is certified to deal with vehicle manufacturers, warranty product providers, franchised dealers and independent garages.

Where do I start?

First of all, give the business the chance to sort things out.

Get in touch with them to explain what's happened. Tell them how you want things to be put right.

The business then has eight weeks to investigate your complaint and give you their final response.

If you receive their final response, and you are unhappy, you can refer your complaint to us straight away.

If you don't receive a response, you will need to wait until the eight weeks are up before asking us to look into your case.

After eight weeks, if you are unhappy with the response or haven't received one at all, then get in touch with us.

We can only look into a case before eight weeks if the business has issued a final response and you are unhappy with it.

What if I need to escalate my complaint?

You need to contact us within **one year** of the business's final answer. We'll need to know:

- some personal details – like your name and address;
- what the problem is – and how you would like things to be put right; and
- details like your registration number and who the complaint is against

You can register your complaint online using our web form. This allows us to get all of the information we need from you in one go, so please be prepared with the details of your complaint and any evidence you'd like to send us, such as the final response. You can find the form at:

www.TheMotorOmbudsman.org

However, if you're not able to access our website, we will need to send you a paper copy of our form. You can request a copy by writing to:

**The Motor Ombudsman
71 Great Peter Street
London
SW1P 2BN**

Or, you can call us on **0345 241 3008**.

A free and swift alternative to taking the issue to court.



*If not within remit, another organisation may be suggested for assistance.

Finding the right garage for you...

Our online garage finder lists over 7,500 garages across the UK that follow our Codes of Practice.

We will find you the right garage, whether it's a main dealer, brand specialists or local independent service.

And by the right garage we mean those that operate to standards of excellence, from advertising and booking-in work; to repairs, invoicing and resolving complaints.

When things go right

To keep finding the best services on the market, we encourage you to share your experiences. You can win £500 in lifestyle vouchers by sharing a review.

How to add a review

You can leave a review on our website at **TheMotorOmbudsman.org/reviews**

You can **win £500** in lifestyle vouchers by sharing a review.



What will the Ombudsman do?

Once we've got your details, our legally trained team will:

- ask for your full side of the story - and get the other party's side;
- see if they can resolve this amicably through our early resolution process
- if not, they'll find out the facts, weigh everything up and tell you and the business what they think

If we decide you've been treated unfairly, we'll tell the business to put things right.

If you or the business disagree with our initial view of the case, or if the business doesn't respond or comply with an adjudicator's outcome, the case can go to an ombudsman. They will look at everything again from start to finish, and make a final decision on the complaint. They might agree with the adjudicator, or they might see the case differently.

If you accept an ombudsman's final decision, it's binding on both you and the business. You don't have to agree with what we say, though, and you still have the right to take this to court even if you've gone through our full process. A court may reach a different answer.

At any point, you can let us know that you no longer want our help, and withdraw your case.

How long will it take?

It depends on what the problem is and how we can sort things out. If, for example, it goes all the way to an ombudsman or the issue is particularly complicated, it could take longer.

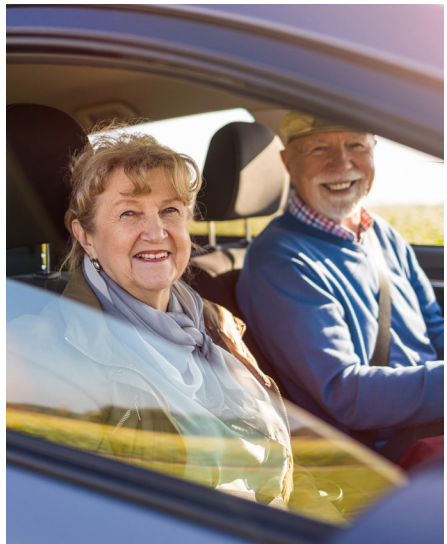
We'll let you know when you first get in touch how long things are taking at the moment.

If your situation is urgent, for example you're seriously ill or having difficulties with money, please let us know and we'll see what we can do to help.

What's the deadline?

You need to contact us within **one year** of the date of the business's answer to your complaint. We might not be able to help if what you're complaining about happened more than **six years** ago.

If we decide you've been treated unfairly,
we'll tell the business to put things right.





Do I need a lawyer?

No. Our service is intended for use without legal representation. We can work directly with you and we'll explain anything you're not sure about.

If you like, we can talk to a member of your family, a friend or someone else who's helping you – like Citizens Advice.

When might you be unable to look into my complaint?

We can only deal with disputes relating to accredited business of our Codes. You can find out if a business is accredited to The Motor Ombudsman on our website:

www.TheMotorOmbudsman.org.

If a business isn't accredited, we won't be able to look into your complaint.

There are other times that we might not be able to help. Our Codes are intended for use by consumers only and we're not able to assist with complaints relating to physical injury, illness, stress or nervous shock or their consequences. We can also award a maximum of £10,000 or, where appropriate, the value of the vehicle.

When we receive your complaint, we'll assess it to see if it's something we can't investigate. If for whatever reason we can't, we'll give you information on where else you might be able to get help.

Can I get compensation?

We'll look into what happened to you. If the business has done something wrong, we'll make sure you're not out of pocket.

This is only a general guide. The rules we follow can be complicated so we'll always ensure we explain your situation, and what applies to you, so you know what to expect.

If the business has done something wrong, **we'll make sure you're not out of pocket.**

Further Information

For any queries on The Motor Ombudsman,
or anything included in this guide, please contact us on:

0345 241 3008

TheMotorOmbudsman.org



The Motor Ombudsman Limited is approved by Government as a Consumer ADR body under the Alternative Dispute Resolution for Consumer Disputes (Competent Authorities and Information) Regulations 2018.