

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, franchise 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.



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, 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 service



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.

It won't cost you anything. We don't take sides. We look at what's happened and resolve the issue based on the information given to us, our Codes of Practice and consumer law.

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.

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.

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

What if I need to escalate my complaint?

You need to contact us within **six months** 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 want things put right; and
- details like your registration number and who the complaint is against

You can register your complaint online at:

www.TheMotorOmbudsman.org

or by writing to:

The Motor Ombudsman Ltd

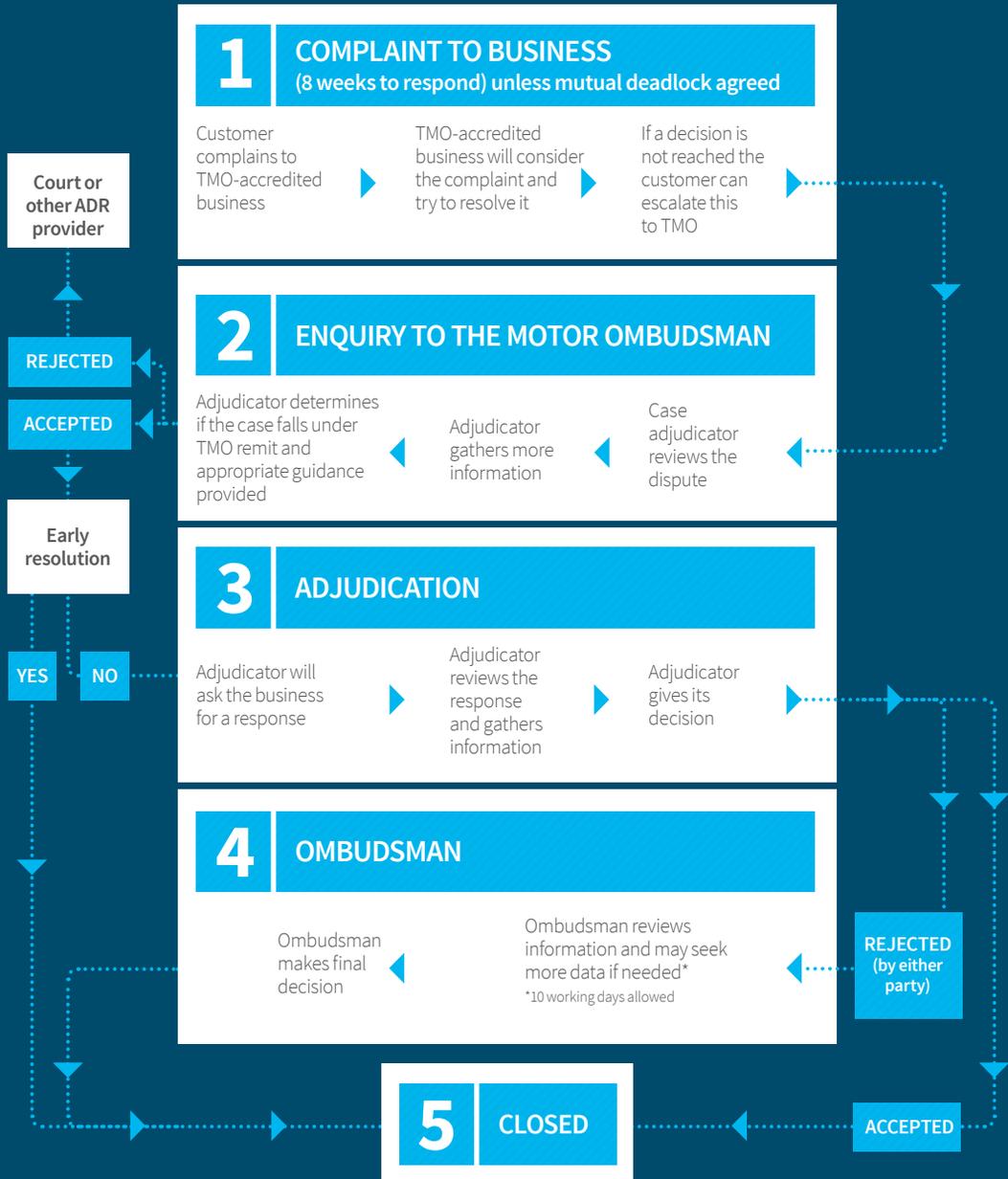
71 Great Peter Street

London

SW1P 2BN

Tel: 0345 241 3008





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

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

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



What will the Ombudsman do?

Once we've got your details, our legally qualified adjudicators will:

- ask for your side of the story – and get the other party's side;
- find out the facts and weigh everything up; and
- tell you and the business what they think.

If we think there's just been a misunderstanding, we'll explain why.

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

You don't have to agree with what we say.

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

How long will it take?

It depends on what the problem is.

If there's just been a mix-up, we might be able to sort things out within a few days.

If we need to find out more information, it could take a few weeks.

It could take longer if things are more complicated.

We'll always let you know what's happening – so you know what to expect.

It could also take longer if you or the accredited business want an ombudsman to make a final decision.

Let us know if your situation is urgent. For example, tell us if you're seriously ill or having difficulties with money.

What's the deadline?

You need to contact us within **six months** 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 and
- you complain more than **three years** after you realise (or could have realised) there's a problem.

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 do I need to go to court?

We can only deal with disputes relating to accredited businesses of our Codes and the service is intended for use by consumers only.

You can find out if a business is accredited to The Motor Ombudsman on our website:

TheMotorOmbudsman.org

We are not able to assist with complaints relating to physical injury, illness, stress or nervous shock or their consequences and the most we can award is £10,000, or where appropriate, the value of the vehicle.

If you think your complaint involves more than that, it might be better for you to go to court.

If you disagree with the ombudsman's final decision, you can still take your complaint to court.

The court's answer might be different to ours.

Our involvement ends once an ombudsman has

made a final decision. However you are able to withdraw from our proceedings at any time should you wish to do so.

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 but we'll explain if any apply to you.

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

or email: consumer@tmo-uk.org

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 2015.