



Complaints about our service

We always want to provide the highest level of customer service to our consumers and accredited businesses – no matter what the outcome of the case.

As such, if you believe that the service provided has fallen short of your expectations, please let us know. Some examples might be:

- There've been delays with your complaint
- You haven't been kept updated with progress
- Member(s) of staff have communicated with you inappropriately

Customer feedback is very important for us and, if you let us know your concerns, we can try and put things right as well as using this to learn and improve for the future.

Please note that the complaints process is only to look at the service provided to you, and it's not an appeals process to change any decision reached in your case. Any response to a complaint about our service will not comment on your complaint about the business.

Process

The first step is to let us know what's happened. It's usually helpful for us to have your concerns in writing but we're also happy to discuss things over the phone. You can do so at any point whilst we're handling the complaint, or within three months of the complaint being closed.

Usually, either the person dealing with your case or their manager will respond to you first – and most of the time, they'll be able to get things sorted for you.

If you're still unhappy, you can then complain to the Senior Ombudsman. They will conduct an investigation into what's happened and, if needs be, let you know what we're going to do to put things right. The Senior Ombudsman aims to complete their investigations and respond to you within 15 working days. You can contact the Senior Ombudsman by sending an email to info@tmo-uk.org.



How to challenge a decision reached by The Motor Ombudsman

Adjudication

We operate a two-stage process here at TMO.

A case investigator 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're unhappy with the adjudicator's decision, and you can provide new evidence or reasoning to show why their decision is unfair, the case will be passed to an ombudsman who will conduct a full and final review of your case.

The ombudsman can ask either side for more information before making a decision and they're not bound by the adjudicator's decision, meaning that they may agree with the adjudicator or they may think something different.

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.