



CELEBRATING 15 YEARS OF THE MOTOR OMBUDSMAN'S MOTOR INDUSTRY CODE OF PRACTICE FOR SERVICE AND REPAIR

23

Launched to the motor industry on **23 May 2008** in response to the need to drive up standards within the service and repair sector and to reduce consumer detriment

15

With **15 years** of service, it is the most **comprehensive** and **longest-standing** Code of its kind in the automotive sector, and is approved by the **Chartered Trading Standards Institute (CTSI)**

6

The Code of Practice is made up of **6 sections**, spanning the use of advertising to the booking in of a customer's vehicle, and the in-house complaints process

50

50 Individual guidelines are contained within the Code of Practice, which accredited businesses must adhere to in relation to customers and vehicles

+7,000
businesses accredited
to the Code of Practice

Voluntary accreditation is available to:

- Independent garages / dealers
- Franchise dealer workshops (authorised repairers)
- Body repair centres
- Mobile mechanics (NEW!)



Common breaches of the Code by businesses have related to:

- The quality of work that was carried out on a vehicle
- The booking in of a customer's vehicle
- The way that a consumer complaint was handled



+14,000
cases accepted for
adjudication since 2008

+260,000
consumer contacts
received since 2008

During the first quarter of 2023, The Motor Ombudsman received nearly 4,000 consumer contacts related to a service and repair, and accepted around 600 cases for this Code of Practice alone (a 44% rise versus Q1 2022)



Key Code benefits for consumers:

- + Peace of mind that an accredited business is committed to high standards of work and service
- + Free of charge use of The Motor Ombudsman's independent and impartial automotive dispute resolution (ADR) service for unresolved complaints
- + An online Garage Finder to find and book a local accredited business quickly and easily

Key Code benefits for businesses:

- + Privileged use of the Approved Code and Motor Ombudsman logos to stand out from the crowd
- + Access to The Motor Ombudsman's expert automotive dispute resolution service
- + An online Garage Finder profile for lead generation
- + Added exposure from Motor Ombudsman marketing initiatives, such as the Garage Star Awards

www.TheMotorOmbudsman.org