MG Motor UK and its nationwide dealer network gain accreditation to The Motor Ombudsman

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MG joins the growing line-up of automotive businesses accredited to The Motor Ombudsman...

• MG Motor UK gains accreditation to The Motor Ombudsman's Motor Industry Code of Practice for New Cars, joining 40 other vehicle manufacturers signed up to the Code

• In addition, nearly 160 sites in MG's nationwide UK franchise dealer network have joined The Motor Ombudsman's Vehicle Sales and Service and Repair Codes

• Abiding by The Motor Ombudsman's Codes of Practice demonstrates the commitment by MG and the marque's retailers to providing consumers with the highest possible standards of work and service

• As part of the many benefits offered by accreditation, MG car owners have access to The Motor Ombudsman's free-of-charge in-house automotive dispute resolution service in the event of an unresolved complaint

London, 01 March 2023 The Motor Ombudsman is pleased to announce that MG Motor UK and its nationwide retail network have gained accreditation to three of the automotive body's Chartered Trading Standards Institute (CTSI)-approved Motor Industry Codes of Practice.

As a vehicle manufacturer, MG Motor UK is accredited to The Motor Ombudsman's New Car Code, joining 40 other brands that abide by the long-established Code of Practice. Being signed up to the Code underlines the marque's commitment to delivering high standards of service, beyond those required by law, in relation to the supply of new cars, and the cover provided by MG's comprehensive seven-year warranty. Obligations laid down by the Code include, providing vehicles to motorists that are of the expected quality, using honest and accurate advertising at all times, presenting warranty documents in clear and plain English, and adopting swift and cost-effective customer complaints handling procedures.

Similarly, consumers have the all-important reassurance that MG's nationwide network of nearly 160 dealerships, stretching from Guernsey to the Shetland Islands, are accredited to The Motor Ombudsman's Motor Industry Codes of Practice for Vehicle Sales and Service and Repair. The Vehicle Sales Code, which is applicable to franchise or independent retailers selling new and used cars, stipulates guidelines to ensure sales transactions are in line with industry best practice. These span the use of transparent wording and the supply of clear documentation to consumers, to the provision of accurate advice to prospective and existing car owners.

Furthermore, the accreditation of MG dealerships to the Service and Repair Code means the vehicle manufacturer's authorised repairers have also agreed to follow the standards contained within this Code. Amongst other obligations, businesses have pledged to use open and transparent pricing, the provision of invoices that match quoted costs, to complete any work as agreed with the customer, and to employ competent and conscientious staff that act in the best interests of vehicle owners.

One of most notable benefits of MG Motor UK and its retail network becoming accredited to The Motor Ombudsman, is the unlimited access to The Motor Ombudsman's dedicated in-house team of automotive experts for guidance on complaint resolution. Furthermore, if a dispute has not been resolved to the satisfaction of a consumer via internal procedures, MG Motor UK or one of its dealers is able to refer the customer to The Motor Ombudsman as an automotive-specific and independent third party, to investigate their dispute in a fair and impartial environment, all at no charge to the consumer.

Accreditation also gives businesses the right to use The Motor Ombudsman and the Chartered Trading Standards Institute (CTSI) Approved Code logos on customer-facing literature and online assets, and to enjoy amplified brand exposure through marketing initiatives, and on The Motor Ombudsman's website and popular online Garage Finder and customer review portal (Garage-Finder).

Sureyya Cansoy, Head of Business Services & Engagement at The Motor Ombudsman, said: "We are delighted to welcome the UK's fastest growing car brand, and their rapidly expanding dealer network to The Motor Ombudsman. As a business that clearly demonstrates a customer-centric philosophy, and that strives to deliver the very best service and product range for motorists, MG is a valued addition to our Codes portfolio, and we look forward to working closely with them."

MG Motor UK's Commercial Director, Guy Pigounakis, added: "A triple accreditation to The Motor Ombudsman's Codes of Practice underlines our continued focus to meeting the needs of today's discerning drivers, underlined by one of the most popular product ranges in the UK. Having first-hand access to information and counsel from a leading authority in the automotive sector will add significant value to our business and customers, and will ensure that our complaints handling procedures are always at the forefront of best practice."

To view The Motor Ombudsman's Motor Industry Codes of Practice, visit codes-of-practice

About The Motor Ombudsman:

The Motor Ombudsman is the independent and impartial Ombudsman dedicated solely to the automotive sector, and self-regulates the UK's motor industry through its comprehensive Chartered Trading Standards Institute (CTSI)-approved Codes of Practice. Thousands of businesses, including vehicle manufacturers, warranty product providers, franchised dealers and independent garages, are accredited to one or more of the Codes, which drive even higher standards of work and service, and give consumers added protection, peace of mind and trust during the vehicle purchase and ownership experience.

For more information on The Motor Ombudsman, visit https://www.themotorombudsman.org/