The Motor Ombudsman adds 12 ‘Big Motoring World’ locations to its Codes of Practice

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ng World Head Office in Gillingham (Kent).

The Motor Ombudsman tells us...

(All words and photographs from The Motor Ombudsman).

• The Motor Ombudsman has opened the new year by adding a dozen Big Motoring World locations to its nationwide network of Vehicles Sales and Service and Repair Code-accredited
businesses
• Big Motoring World is one of the UK's largest used car supermarket groups, with retail locations spanning Camberley in the south, to Leeds in the north
• Committing to The Motor Ombudsman's comprehensive and established Chartered Trading
Standards Institute (CTSI)-approved Codes, reinforces Big Motoring World's philosophy of delivering the very best customer purchase and ownership experience
• Amongst the many benefits of accreditation, Big Motoring World stores are able to signpost
consumers to The Motor Ombudsman's free-of-charge, in-house automotive dispute resolution
service in the event of an unresolved complaint

London, 14 January 2025 The Motor Ombudsman, the Ombudsman for the automotive sector, has
started 2025 by welcoming Big Motoring World, one of the UK's leading car supermarkets, to its Chartered
Trading Standards Institute (CTSI)-approved Motor Industry Codes of Practice portfolio. As part of their
accreditation, a total of 12 locations across the country are committing to the comprehensive guidelines
outlined in the Vehicle Sales and Service and Repair Codes.

Big Motoring World's nationwide retail sites, which span their newest store in the Surrey town of

Camberley in the south, to Leeds in the North, in addition to its Aftersales Centre in Kent, join more than
7,500 business nationwide that currently adhere to the Codes, which are designed to drive an even higher
standard of work and service provided to motorists.

Every year, Big Motoring World sells more than 50,000 vehicles, with this expected to rise to close to
70,000 in 2025. Customers will now have the added peace of mind that any purchases will fall under the
scope of The Motor Ombudsman's Vehicle Sales Code. Introduced in 2016, the Vehicle Sales Code lays
down a series of promises by businesses when it comes to both new and used car transactions with
customers. This includes that, all promotions and communications issued to consumers, are easily
understood and compliant with relevant legislation, and that the terms of a deposit, the 'on the road' price,
and the scheduled or estimated delivery date, are clearly outlined. In addition, amongst other clauses, the
Vehicle Sales Code equally refers to the fact that used car buyers should be provided with a handover and
accompanying documentation and literature when taking delivery of their vehicle.

Similarly, for any repairs that may be undertaken to secondhand vehicles at Big Motoring World locations,
customers will have the reassurance that, under the Service and Repair Code, any ad hoc or routine
maintenance will be carried out to the highest of standards and only following their authorisation, that
pricing will be fully transparent with no hidden charges, and that high pressure selling

techniques will not
used by members of staff.

One of the principal benefits of Big Motoring World stores becoming accredited to one or more of The
Motor Ombudsman's Codes of Practice is that, should a dispute arise they are unable to resolve to a
customer's full satisfaction, they are able to refer them to The Motor Ombudsman as an automotive-
specific and independent third party, to investigate a dispute in a fair and impartial environment, all at no
charge to the consumer.

In addition, signing up to one or more Codes gives businesses the privilege of being able to feature The
Motor Ombudsman's and the Chartered Trading Standards Institute (CTSI) Approved Code logos on
websites and corporate literature. Similarly, retailers have the opportunity to generate leads and consumer
feedback through a bespoke profile page on The Motor Ombudsman's popular online Garage Finder, and
enjoy amplified brand exposure through The Motor Ombudsman's marketing initiatives, such as the
annual Garage Star Awards.

Bill Fennell, Chief Ombudsman and Managing Director of The Motor Ombudsman, said: "We are delighted
to start the year by welcoming the Big Motoring World retail network to our Codes of Practice, further
enhancing the level of coverage provided to consumers, and used car buyers in particular. This is a

business that clearly demonstrates a passion for doing the very best for their customers, underlined by the
many accolades that have been awarded to this organisation. We look forward to working closely and
supporting Big Motoring World as we start our journey with them, and to sharing our expertise and best
practice with their teams across the country."

Laurence Vaughan, CEO of Big Motoring World, explained: "Our Motor Ombudsman accreditation
showcases our willingness to always do the right thing by our customers, and to strive to go above and
beyond to create a positive and memorable Big Motoring World experience for which we have become
renowned."

Laurence added: "Having the guidance of an authority, such as The Motor Ombudsman, will be a valuable
resource to further the learning of our teams, and the continued development of our business. It will
equally provide a unique opportunity to hone existing processes and to challenge the status quo, so as to
ensure that we continually meet the high expectations of today's discerning customers."
To view The Motor Ombudsman's Motor Industry Codes of Practice portfolio, visit
www.TheMotorOmbudsman.org/consumers/our-codes-of-practice.



ig Motoring World in Leeds.