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The Motor Ombudsman expands presence with the addition of a new hub in Liverpool

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The Motor Ombudsman tells us...

- The Motor Ombudsman has opened a hub in Liverpool to complement its existing headquarters in Westminster, London
- The addition of new premises allows the organisation to attract experienced staff from a wider geographical area as it expands to meet the growing demand for its Alternative Dispute Resolution (ADR) service
- The hub on Mann Island next to the River Mersey will initially host 17 newly recruited members of staff in The Motor Ombudsman's Case Administration and Adjudication teams, who will work closely with colleagues in the capital

London, 14 July 2026 The Motor Ombudsman has opened a new hub in Liverpool, Merseyside, marking an important milestone in the continued growth of the independent and impartial Ombudsman as it approaches a decade of serving the automotive sector.

Complementing The Motor Ombudsman's existing headquarters in London, the move into a facility on Mann Island, next to the River Mersey, will allow the body to attract and recruit high calibre and experienced staff in a wider geographical area beyond the capital, and



meet growing demand from motorists and businesses using its Alternative Dispute Resolution (ADR) service. In the first five months of 2026 alone, The Motor Ombudsman received 23,499 unique consumer cases – a 22% rise compared with the same period in 2025.

Continued investment in its people and back-office systems ensures The Motor Ombudsman has the operational capacity, capability, and resilience required to maintain a robust and high-performing service. The first phase of recruitment will bring 17 additional colleagues into the organisation, increasing The Motor Ombudsman's workforce to almost 90 employees. This expansion will further strengthen the organisation's ability to meet growing demand, enhance operational effectiveness, and support the delivery of its strategic objectives.





The new team members will be working alongside colleagues in Westminster within two teams of the body's dispute resolution department to further drive down the time needed to review cases and deliver decisions. These are Case Administration, which gathers evidence from consumers and businesses involved in disputes, and Adjudication, which reviews the evidence and issues decisions.

The new hub will equally serve as an important gateway for The Motor Ombudsman to further reinforce its presence beyond London amongst consumers and automotive businesses across the northern counties of the UK. Furthermore, as the organisation continues to grow its profile, the additional hub will play a key role in forging new relationships and supporting closer engagement with existing Code-accredited garages, dealerships, vehicle manufacturers and warranty providers, while making The Motor Ombudsman more visible across the region.

Bill Fennell, Chief Ombudsman and Managing Director of The Motor Ombudsman, said: "The opening of a hub in Liverpool is a significant and exciting step forward for The Motor Ombudsman, and marks another important milestone in our continued growth. As demand for our ADR service continues to rise, expanding our presence beyond London gives us access to a wider pool of talent, supports the creation of new local jobs in Merseyside, and strengthens the capacity and expertise we need to support consumers and businesses across the automotive sector."

For more information on The Motor Ombudsman, visit www.TheMotorOmbudsman.org