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# The Motor Ombudsman marks nearly one million contacts as ADR Regulations reach a decade of service

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The Motor Ombudsman tells us:

(All words and images from The Motor Ombudsman).

**The Motor Ombudsman records nearly one million contacts as ADR Regulations mark a decade of service**

**• As the Alternative Dispute Resolution (ADR) Regulations mark their 10-year anniversary since**

**coming into force on 9th July 2015, The Motor Ombudsman has recorded more than 955,000**



**contacts, and processed circa 150,000 individual cases across the last decade\***

- ADR legislation was introduced to provide a formal framework to help consumers and**

**businesses resolve disputes quickly and fairly via an impartial third party, outside of often**

**costly and time-consuming legal processes**

- Used car complaints, the standard of work provided during the repair and maintenance of**

**vehicles, and clarity in relation to warranty terms and coverage, have driven the majority of**

**disputes seen by The Motor Ombudsman's Alternative Dispute Resolution (ADR) service**

- The Motor Ombudsman has grown to become the leading automotive-specific ADR provider,**

**and an authoritative body providing motorists and industry with valuable guidance, resources**

**and insight**

**London, 09 July 2025** The Motor Ombudsman has registered nearly one million contacts from

consumers and businesses across the last decade\*, reinforcing its authoritative standing as the leading



Alternative Dispute Resolution (ADR) provider for the automotive sector. This milestone comes as the

ADR Regulations<sup>1</sup>, which came into force in the UK on 9th July 2015, reach a significant landmark of ten

years of being in operation across a wide range of sectors, including the motor industry.

The ADR Regulations implemented the requirements of an EU Directive published in 2013 (please see Note 2, below), and was a

significant piece of legislation that provided a formal mechanism and guidelines for consumers and

businesses to help resolve disputes quickly and fairly via an impartial third party, outside of often costly

and time-consuming legal processes. On this point, ADR gave consumers an avenue to help resolve

complaints, in the event that they are unable to come to an agreement with a business in the first instance.

One of the first ADR bodies to be certified in 2015 in the automotive industry by the Chartered Trading

Standards Institute (CTSI) – a ‘Competent Authority’ i.e. an overarching body for ADR, was Motor Codes.

As part of the government’s mandate for the self-regulation of the motor industry, Motor Codes had



already been operating CTSI-backed Motor Industry Codes of Practice since 2008 to help reduce

consumer detriment and drive standards higher across the customer vehicle purchase and ownership

journey, whilst also providing conciliation and arbitration services for motorists and businesses to engage

in bringing unconcluded disputes to a close in a neutral and confidential setting.



In 2016, a year after the Regulations were introduced, ADR was cast into the spotlight in



the automotive

industry with the launch of The Motor Ombudsman. Becoming the first and only Ombudsman in the sector,

it evolved from its predecessor Motor Codes to take on the role as an approved ADR body. Offering a

free-of-charge service for consumers, The Motor Ombudsman has since grown in terms of size, stature

and awareness to become the 'go-to' destination for the resolution of motoring disputes, and the largest,

in-house automotive-specific ADR provider.

Over the last decade, more than 955,000 contacts have been received by The Motor Ombudsman\*, equating to an average of 200 every day, whilst around 150,000 cases have also been processed since 2015. The majority of disputes have stemmed from the sale of a used car by a business, the standard of

work provided during routine maintenance of ad hoc repairs, and the clarity of terms and coverage of

warranties at the point of sale or when consumers make a claim.

Whilst the ADR Regulations have been in force, The Motor Ombudsman has served as an important

source of valuable insight and expertise for the motor industry, as well as being a beacon of support,





guidance and information for the nation's consumers and more than 7,500 accredited businesses across

the UK. These include franchise and independent car retailers and repairers, nearly 50 vehicle

manufacturers which account for 98% of vehicles sold to consumers, and a portfolio of close to 20

extended vehicle warranty providers covering around 75% of the market.

Bill Fennell, Managing Director and Chief Ombudsman at The Motor Ombudsman, said: "Since their

inception a decade ago, the ADR Regulations have provided an effective framework for consumers and

businesses to resolve disputes in an environment that champions impartiality, fairness and transparency

to determine an outcome that is proportionate and reflects the course of events that drove any elements of

dissatisfaction.

"The legislation sits at the heart of how we work as an organisation and steers the very essence of our

business. As we reach another milestone in our journey of close to one million contacts, we continue to

see growing demand for our service as more and more businesses and consumers recognise





the benefit

of turning to ADR as an impartial 'referee' to find the best route forward following a complaint, thereby

helping to preserve all-important long-term relationships and trust."

Bill added: "As we look ahead to the future, our service will continue to evolve in line with the rapidly

changing nature of the ADR landscape. The rising prominence of artificial intelligence (AI) and the

electrification of vehicles, the adoption of new technologies, and the arrival of the Digital Markets,

Competition and Consumers Act, are just some of the key factors that will shape processes and the

dynamic ADR agenda going forward."

For more information about The Motor Ombudsman's Alternative Dispute Resolution (ADR) service, visit

**[www.TheMotorOmbudsman.org](http://www.TheMotorOmbudsman.org)**



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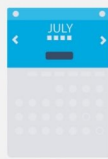
## Alternative Dispute Resolution (ADR) in the automotive sector

### KEY MILESTONES

09 July 2025

#### Happy 10th anniversary

The ADR Regulations mark a decade of serving consumers and businesses in the motor industry



#### An automotive ADR authority

The Motor Ombudsman is today the leading provider of automotive-specific ADR in terms of the volume of cases and contacts handled each year

#### 31 December 2021 A record year

The Motor Ombudsman receives more than 100,000 contacts in a single year for the first time

#### 01 January 2021 Dawn of a new era

Enforcement of ADR Regulations becomes the responsibility of UK legislation following the end of the Brexit transition period

#### 01 November 2016 An industry first

The Motor Ombudsman, a CTSI-approved ADR body, becomes the first and only Ombudsman dedicated to the automotive sector, evolving from Motor Codes

#### 01 October 2015 Business obligations

Signposting to a certified ADR provider in the event unresolved dispute becomes law for all businesses that sell to consumers

#### 26 August 2015 A founder member

Motor Codes is one of the automotive sector's first ADR providers to be certified by the Chartered Trading Standards Institute (CTSI)

#### 09 July 2015

ADR Regulations come into force in the UK, bringing a formal framework for the resolution of business-consumer disputes



#### 21 May 2013 EU Directive on ADR

The EU Directive 2013/11/EU on Alternative Dispute Resolution (ADR) for consumer disputes is published

#### 28 February 2008 Motor Codes is established

as part of the self-regulation of the automotive sector, to operate Codes of Practice, alongside conciliation and arbitration for the resolution of motoring disputes between consumers and businesses

[TheMotorOmbudsman.org](http://TheMotorOmbudsman.org)



[ADR timeline.](#)

## **Notes:**

**\*Includes contacts received by The Motor Ombudsman when it was formerly known as Motor Codes (for 01**

**January 2015 - 01 November 2016). Total contacts are multiple, not unique.**

## **ADR legislation references:**

**1.** The Alternative Dispute Resolution for Consumer Disputes (Competent Authorities and Information) Regulations

2015 and The Alternative Dispute Resolution for Consumer Disputes (Amendment) Regulations 2015, are better

known as the Alternative Dispute Resolution Regulations 2015.

**2.** Directive 2013/11/EU of the European Parliament and of the Council of 21 May 2013 on alternative dispute

resolution for consumer disputes and amending Regulation (EC) No 2006/2004 and Directive 2009/22/EC (Directive

on consumer ADR).

## **The Motor Ombudsman:**

The Motor Ombudsman is the independent and impartial Ombudsman dedicated solely to



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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 [\*\*www.TheMotorOmbudsman.org\*\*](http://www.TheMotorOmbudsman.org)