The Motor Ombudsman names Graham Clark as the inaugural winner of its Outstanding Achievement Award

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Graham Clark wins TMO’s Outstanding Achievement Award.

The Motor Ombudsman tells us…

- Graham Clark, co-founder of the award-winning Anderson Clark Motor Repairs independent garage in Inverness, Scotland, has been named the winner of The Motor Ombudsman’s inaugural Outstanding Achievement Award, sponsored by Delphi
- The new accolade introduced for the 2026 Star Awards, recognises an individual from a Motor Ombudsman-accredited business who has made a lasting and meaningful contribution to customers, colleagues and the wider automotive sector
- Graham (pictured below) retired earlier this year following a career spanning almost 50 years in the motor trade, and championed the importance of high standards of work and service, professionalism and customer care

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Anderson Clark
Motor Repairs
STAR AWARDS
WINNER
Graham Clark

Graham Clark wins TMO's Outstanding Achievement Award.

London, 03 November 2026 The Motor Ombudsman has named Graham Clark, co-founder of the Anderson Clark Motor Repairs independent garage in Inverness, Scotland, as the first recipient of its Outstanding Achievement Award, sponsored by the automotive aftermarket supplier Delphi. It was formally presented at The Motor Ombudsman's Star Awards ceremony held during its tenth anniversary celebratory event at the St. Ermin's Hotel in Westminster, London.

The Motor Ombudsman's annual Star Awards celebrate accredited businesses and team members who have gone above and beyond for their customers. The new accolade, introduced for the 2026 contest, recognises an individual who has made an exceptional and long-standing contribution to the automotive sector, while consistently championing the highest standards of service, professionalism and customer care.

Graham, who retired earlier this year following a successful career spanning almost half a century in the motor trade, which started in 1977, co-founded Anderson Clark Motor Repairs in 1996 with the late David Anderson. Under Graham's leadership, the business was one of the first to be accredited to the Motor Industry Code of Practice for Service and Repair when it launched in 2008 under The Motor Ombudsman's predecessor Motor Codes, and has consistently adhered to the Code ever since.

This unrelenting commitment to quality workmanship, investment in people, and putting customers first, has seen the business nominated on several occasions for a Star Award since 2020, with Anderson Clark, now employee-owned, emerging victorious in 2024 with the regional trophy for Scotland. In addition, Graham has been a dedicated 'ambassador' of The Motor Ombudsman, consistently championing the value of the organisation to both consumers and businesses, has helped shape the Code of Practice as it has evolved, and played an integral role in providing valuable counsel at The Motor Ombudsman's Independent Garage Forum.

Presenting the award, Bill Fennell, Managing Director and Chief Ombudsman at The Motor Ombudsman, explained: “Graham is a hugely deserving recipient of our first Outstanding Achievement Award. Throughout his distinguished career, he has demonstrated values that ring true with committing to a Motor Ombudsman Code of Practice – namely integrity, transparency, excellence and a genuine commitment to doing the right thing for customers.

His dedication to raising standards, supporting his team and building a reputable independent garage business, has earned him significant respect within the industry. We are delighted to recognise Graham’s achievements, and the positive impact he has had on generations of motorists and colleagues alike.”

On being named the winner of the trophy, Graham Clark said: “It was a complete surprise and a real honour to receive The Motor Ombudsman’s Outstanding Achievement Award. As I start my retirement, I am extremely proud of what I’ve achieved during my career and as a business, and I couldn’t have done any of this without the fantastic support of my wonderful team, and The Motor Ombudsman over the years.”

Graham added: “I have been fortunate to work with a fantastic team, and to serve loyal customers who have supported us throughout the journey. This award means a great deal to me, and it is the perfect way to complete a fulfilling and enjoyable career in the motor trade. I leave the business in the very capable hands of the highly experienced Managing Director Neil Johnstone who will no doubt take Anderson Clark to even greater success.”

Aliya Lam, Delphi UK Country Director, said: “We are very proud to be sponsoring The Motor Ombudsman’s Outstanding Achievement Award and to help shine a spotlight on individuals who have made a meaningful and lasting difference to the motor industry.

Graham’s career is a powerful example of what can be achieved through unwavering dedication and a passion for customer service. We offer him our warmest congratulations on this thoroughly deserved trophy.”

For more information on The Motor Ombudsman’s Star Awards, visit

www.TheMotorOmbudsman.org/Awards.

Judging panel for The Motor Ombudsman’s 2026 Star Awards

Bill Fennell: Chief Ombudsman and Managing Director, The Motor Ombudsman (Host Judge)

Neil Barlow: Head of Vehicle Policy and Engineering, the Driver and Vehicle Standards Agency (DVSA)

Kerry Nicol: External Affairs Manager, the Chartered Trading Standards Institute (CTSI)

Tim Rose: Editor, Automotive Management / AM Online



The 2026 Star Award winners and judges.


THE MOTOR OMBUDSMAN
STAR AWARDS
2026 WINNERS
REGIONAL STAR AWARDS
◦ NORTH: A J Fleetcare
◦ SOUTH: Randeep Reehal at Courtwood Car Services
◦ EAST: Lakeisha McManus at Mouths Motor Company Ltd.
◦ WEST: Vertu Honda Exeter
◦ THE MIDLANDS: QCD Autocentre
◦ SCOTLAND: Lewis Campbell at Barnetts Honda Dundee
◦ WALES: JMP Performance
◦ NORTHERN IRELAND: Roadside (Garages) Ltd. KIA
CUSTOMER SERVICE STAR AWARDS
◦ VEHICLE MANUFACTURER: Matthew Leek at JLR
◦ VEHICLE WARRANTY PROVIDER: Warranty Solutions Group
OUTSTANDING ACHIEVEMENT AWARD
◦ Graham Clark, Anderson Clark Motor Repairs

2026 STAR AWARD WINNERS.

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 www.TheMotorOmbudsman.org.