The Motor Ombudsman partners with AA Approved Garages to expand reach of its Service and Repair Code

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The Motor Ombudsman’s Service and Repair Code expanded in coverage with the inclusion of AA Approved Garages.

They tell us:

- The Motor Ombudsman and AA Approved Garages form a partnership to further increase the level of coverage provided by the Service and Repair Code, and to showcase the high standards of the AA Approved Garage network
- AA Approved Garages will be invited to apply for Motor Ombudsman accreditation when joining or renewing their membership to the nationwide network
- Motor Ombudsman accreditation benefits for AA Approved Garages, include access to the body’s Business Line and dispute resolution service, an online Garage Finder profile listing, and eligibility to be nominated by customers for a Motor Ombudsman Garage Star Award London, 26 July 2023: The Motor Ombudsman, the Ombudsman dedicated to the automotive sector, is pleased to announce that it has formed a partnership with AA Approved Garages. The core objectives of this latest collaboration are firstly, to continue to expand both the number of reputable independent garages adhering to The Motor Ombudsman’s long-established Motor Industry Code of Practice for Service and Repair, coupled with the availability of The Motor Ombudsman’s automotive industry-specific Alternative Dispute Resolution (ADR) service to both businesses and motorists. Secondly, the partnership has been initiated to allow the high standards of work and service delivered by AA Approved Garages to be showcased with accreditation to the Code.

Today, there are more than 600 AA Approved independent garages across the UK, which have already met the stringent requirements to belong to the prestigious AA Approved Garages network that covers over 96% of UK postcodes. These are in relation to areas of their business, such as the quality of the work and service provided to customers, the qualifications held by technicians, their level of professionalism, pricing and invoicing transparency, the grade of on-site equipment, and conformity to health and safety legislation.

As part of their membership of the AA Approved Garages programme, businesses are invited

to apply for accreditation to The Motor Ombudsman's Service and Repair Code when they join or renew their association with the network. Benefits of accreditation, include, being able to call on both The Motor Ombudsman's automotive industry-specific Business Line for advice and guidance relating to best practice and the handling of disputes, and the body's dispute resolution service. In addition, they will be entitled to feature The Motor Ombudsman's Service and Repair and Chartered Trading Standards Institute (CTSI) Approved Code logos on websites and corporate literature, alongside the recognised Approved AA Garage tick. Businesses also have the opportunity to generate leads and consumer feedback through a bespoke profile page on The Motor Ombudsman's popular online Garage Finder (TheMotorOmbudsman.org/Garage-Finder).

Similarly, accredited AA Approved Garages will be able to take advantage of added exposure through marketing initiatives undertaken by The Motor Ombudsman, with just one of the many highlights being the opportunity to be put forward by customers for one of the eight regional Garage Star Awards available in this year's competition. Similarly, AA Approved Garages as an organisation will equally be eligible to be nominated by consumers for a Customer Service Star Award in the dedicated garage group head offices category.

Bill Fennell, Chief Ombudsman and Managing Director of the Motor Ombudsman, said: "We are delighted to announce our partnership with AA Approved Garages, as we continue to build the coverage of our Service and Repair Code for the benefit of both businesses and consumers across the country. We share several joint values, including promoting an extensive network of garages that thrive on the delivery of high standards, thereby giving consumers the added peace of mind that their vehicle will be well looked- after whilst in their care and beyond."

Bill added: "We look forward to working closely together with AA Approved Garages on initiatives that emphasise the importance to consumers of using a reputable garage for vehicle servicing and repairs."

Anthony Garbacz, Network Director at AA Approved Garages, explained: “Our network is founded on the core principle of businesses delivering excellence synonymous with the renowned and trusted AA brand. Establishing a partnership with the leading dispute resolution provider for the automotive sector, highlights our commitment to motorists enjoying the best possible experience at every touchpoint with an AA Approved Garage, and that any concerns are dealt with swiftly and fairly to maintain a positive long-term relationship.”

Anthony added: “As we unveil this new initiative, we have already seen a number of AA Approved Garages expressing their interest in applying for Motor Ombudsman accreditation, which marks a very encouraging start to this exciting collaboration.”

To view the businesses that are accredited to The Motor Ombudsman’s Service and Repair Code, visit www.TheMotorOmbudsman.org/Garage-Finder.