The Motor Ombudsman partners with Alliance Automotive Group to expand accredited repairer network

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The Motor Ombudsman enters into partnership with Alliance Automotive Group, expanding the accredited repairer network and availability of The Ombudsman's Alternative Dispute Resolution services.

The Motor Ombudsman tells us:

(All words and photograph from The Motor Ombudsman).

• The Motor Ombudsman has entered into a partnership with Alliance Automotive Group (AAG),
a leading distributor of passenger and commercial vehicle parts to motor factors, garages, franchise networks and public services throughout the UK and Ireland
• The collaboration has been designed to further expand the UK nationwide coverage of vehicle
repairers committed to the high standards required by The Motor Ombudsman's Service

and
Repair Code, and to widen the availability of The Motor Ombudsman's Alternative Dispute Resolution (ADR) services to businesses and consumers

London, 25 February 2025 The Motor Ombudsman, the Ombudsman dedicated to the automotive sector,
has entered into a partnership with AAG, a leading distributor of passenger and commercial vehicle parts
to motor factors, garages, franchise networks and public services throughout the UK and Ireland.

The new collaboration has been introduced to enhance the coverage of Motor Ombudsman-accredited
vehicle repairers operating to high standards in the service and repair sector, and to widen the availability
of the impartial and independent body's Alternative Dispute Resolution (ADR) service to a greater number
of businesses and consumers across the nation. The formal affiliation with The Motor Ombudsman
reinforces AAG's nationally recognised demonstration of their commitment to industry best practice and
customer service excellence through their 1,200-strong, nationwide Approved Garages Network across
the UK, including AutoCare, Top Truck, United Garage Services, and NexDrive.

As part of the collaboration, should any member of AAG's Garage Networks programme have an
unresolved dispute with a customer, they will be invited to apply for accreditation to The Motor
Ombudsman's comprehensive Chartered Trading Standards Institute (CTSI)-approved Motor Industry

Code of Practice for Service and Repair. Subject to meeting the stringent qualifying criteria to become part
of the Code, garages will be able to signpost consumers to The Motor Ombudsman for fair and swift
assistance to help conclude disputes using the body's fully in-house and expert automotive service.

Launched more than a decade ago in 2008, the established Code sets a benchmark of best practice in the
vehicle maintenance sector and aims to drive the delivery of even higher standards in the provision of ad
hoc and routine maintenance to customers, beyond those laid down by law. More than 7,500 vehicle
repairers spanning the length and breadth of the UK, are currently adhering to the guidelines which cover
areas such as the booking-in of a vehicle, the work conducted, and transparency for billing, and
authorising additional repairs with the agreement of customers beyond the initial scope of work.

The Code of Practice gives accredited businesses a key point of differentiation, as they have the ability to
stand out from the crowd and boost consumer trust through the privileged use of The Motor Ombudsman
and Approved Code logos in customer facing areas, and on marketing assets, including their websites.
Similarly, independent garages can enjoy a number of other benefits offered by accreditation, such as
added exposure through The Motor Ombudsman's popular online Garage Finder, exclusive access to
webinars and learning and development initiatives, plus the ability to nominated by

customers for a Motor
Ombudsman Star Award.

Bill Fennell, Chief Ombudsman and Managing Director of The Motor Ombudsman, said: "AAG and their
garage networks align with our values in their quest for the very highest level of customer satisfaction and
to do the right thing by their consumers. This partnership therefore brings together two prominent
organisations in their field with a common goal to move standards forward in the motor industry, and allow
more motorists to have access to reputable garages that are committed to excellence."

Tim Clement, Head of Workshop Solutions at Alliance Automotive Group UK and Ireland, explained: "We
are very excited to be partnering with an authority in the automotive sector, such as The Motor
Ombudsman. We want our garages to be the very best that they possibly can be, and this collaboration
reinforces our dedication to always raising the bar even higher when it comes to the level of service and
work delivered to motorists, and ultimately challenges the status quo. We look forward to working with The
Motor Ombudsman and building on the formidable expertise that this collaboration will offer."

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