The Motor Ombudsman presents MotoServe UK with the Customer Service trophy at the 2022 Servicesure awards

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Photo above: Left to right): Wynne Evans, Kamran Saleem – Managing Director of MotorServ UK, and Bill Fennell – Chief Ombudsman and Managing Director of the Motor Ombudsman.

“…and the Customer Service award goes to… MotoServe UK!”

- MotorServ UK, a family-owned sales, service and MOT centre in Solihull, receives The Motor Ombudsman-sponsored Servicesure Customer Service trophy at the 2022 Servicesure ‘Autocentre of the Year’ awards
- The annual black-tie event, held at Coombe Abbey Hotel in Warwickshire, showcases examples of excellence by independent garages within Servicesure’s nationwide Autocentre network
- The West Midlands-based business was recognised for its unrelenting commitment to helping motorists and Key Workers during the pandemic, for its proactive approach to engaging with consumers, and for supporting the local community and charitable causes

The Motor Ombudsman tells us:

London, 16 November 2022 The Motor Ombudsman is pleased to announce that MotorServ UK in Solihull, has received this year's Customer Service trophy at the 2022 Servicesure 'Autocentre of the Year' awards ceremony. The prestigious annual black-tie event, held at Coombe Abbey Hotel in Warwickshire, showcases examples of excellence within Servicesure's Autocentre UK-wide network.

MotorServ UK, a sales, service and MOT centre in the West Midlands, was one of a number of high calibre entries in contention to win The Motor Ombudsman-sponsored Servicesure Customer Service award, which recognises a business that has demonstrated an exemplary level of customer service. However, it was the already acclaimed family-owned business that stood out from the competition, thanks to an unrelenting commitment to assisting customers during the more challenging trading periods of the COVID-19 pandemic, and providing uninterrupted work and service to both NHS Key Workers and motorists at a time when few garages stayed open.

In addition, the business was commended for the hosting of regular information days in collaboration with the police to educate motorists on crime prevention, its proactive approach to engaging with consumers on social media, and for giving back to the local community and supporting charitable causes.

Bill Fennell, Chief Ombudsman and Managing Director of the Motor Ombudsman, said: "We would like to congratulate MotorServ UK on their fantastic achievement. It was a tightly contested category, but it was clear from the outset that they have an ethos of going above and beyond to help not just their customers, but also those around them in the local community, whether this is through fundraising or education programmes."

Bill added: "Garages provide an essential service to keep the nation on the move, and MotorServ UK is a shining example of a business that strives to deliver high standards to motorists, and we are delighted that they are a part of The Motor Ombudsman's accredited network."

Upon receiving the trophy, Kamran Saleem, Managing Director of MotorServ UK, commented: “We are very proud to have won the Customer Service award, a reflection of the hard work that the whole team puts in, day in, day out, to ensure that our customers and members of the local community receive the best level of care whenever they need us. The accolade has provided a welcome boost to our business as we approach the Christmas period, and we look forward to celebrating as a team.”

Paul Dineen, Head of Servicesure, explained: “Kamran and the team at MotorServ UK are a shining example of what Servicesure’s reputation is built on: outstanding customer service from a pillar of the local community. We’re incredibly proud to count MotorServ UK as one of our Servicesure members and this year’s awards have demonstrated just how high the quality of our members is yet again. On behalf of everyone at Servicesure and GSF Car Parts, I’d like to congratulate Kamran on this well-deserved accolade.”

Businesses within the Servicesure Autocentre network are accredited to The Motor Ombudsman’s Chartered Trading Standards Institute (CTSI)-approved Motor Industry Code of Practice for Service and Repair, and adhere to the comprehensive guidelines within their daily operations.

For more information on The Motor Ombudsman’s Service and Repair Code, visit service-repair-code.