The Motor Ombudsman welcomes Lindleys Autocentres to its expanding Service and Repair portfolio

Published: February 4, 2025

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Online version:

https://www.wheels-alive.co.uk/the-motor-ombudsman-welcomes-lindleys-autocentres-to-its-expanding-service-and-repair-portfolio/



The Motor Ombudsman tells us:

(Photograph and all words from The Motor Ombudsman),

• Eight Nottinghamshire branches of Lindleys Autocentres have gained accreditation to The Motor Ombudsman’s Motor Industry Code of Practice for Service and Repair

• The Service and Repair Code was launched in 2008 to drive even higher standards of work and
service provided by independent garages and franchise dealer workshops to vehicle owners
• More than 7,500 repairers across the UK are voluntarily committed to the Code, and all have
profiles on The Motor Ombudsman's easy-to-use and popular online Garage Finder
• Accreditation brings a number of notable benefits for businesses, such as the use of The Motor Ombudsman's in-house dispute resolution service for unresolved complaints, and dedicated Business Information Line, plus added exposure via The Motor Ombudsman's marketing initiatives

London, 4th February 2025: The Motor Ombudsman, the Ombudsman for the automotive sector, is
pleased to announce that eight branches of Lindleys Autocentres, the family-owned Nottinghamshire-
based network of independent garages, have gained accreditation to its Motor Industry Code of Practice
for Service and Repair. The award-winning Lindleys Autocentres business has traded for close to seven
decades across Nottinghamshire, during which time the business has become renowned for excellence in
the level of service and work provided to customers.

The Chartered Trading Standards Institute (CTSI)-approved Service and Repair Code is The Motor
Ombudsman's second longest-running Code of Practice after being established in May 2008. The
principal aim of this comprehensive Code is to drive standards even higher in the provision of work and
service in the service and repair sector, for the benefit of both businesses (i.e. independent garages,

franchise dealer workshops, and mobile repairers), and consumers. Nearly 17 years after being unveiled
to the motor industry, more than 7,500 vehicle repairers across the country, spanning Jersey in the south,
to the Shetland Isles in the north, are committed to abiding by the 50 individual guidelines laid down by the
Code.

The stipulated requirements include, the use of honest and accurate advertising, open and transparent
pricing, staff that act in the customer's best interests, having a swift complaints handling process in place
should something go wrong, and signposting a vehicle owner to The Motor Ombudsman's free-of-charge
independent and impartial Alternative Dispute Resolution (ADR) service to help reach a fair and swift
outcome, should a dispute not be concluded between the two parties via internal procedures.

Businesses that have committed to the Code have access to a suite of advantages that are available
through accreditation. These are namely, a dedicated Business Information Line for tailored guidance on
best practice, coupled with the ability to take part in bespoke Motor Ombudsman events and training
programmes pertinent to the spheres of dispute resolution and service and repair.

Furthermore, being a part of the Code grants the opportunity for Lindleys Autocentre locations to use the
recognised Motor Ombudsman and CTSI Approved Code logos in customer-facing areas, on literature

and websites, to showcase their accreditation.

In addition, repairers are able to gain amplified brand exposure through individual profiles on the popular Motor Ombudsman Garage Finder (TheMotorOmbudsman.org/Garage-Finder).

Lastly, becoming accredited to the Service and Repair Code, means that the eight branches within the Lindleys Autocentres network and their individual staff members, are now eligible for nomination by consumers for the Midlands regional trophy of The Motor Ombudsman's coveted annual Garage Star Awards, which open once again for submissions in May.

Bill Fennell, Chief Ombudsman and Managing Director of The Motor Ombudsman, said: "As we start a new year, we are very pleased to be expanding our coverage of Service and Repair Code-accredited businesses in Nottinghamshire, as we welcome Lindleys Autocentres to our network. Revered for its outstanding service and high-quality work, coupled with an unrelenting focus on customer satisfaction, the business has built a near-70-year reputation for excellence in the service and repair sector, and we are delighted to have them on board."

David Lindley, owner of Lindleys Autocentres, commented: "Accreditation to The Motor Ombudsman's highly respected Service and Repair Code reinforces our dedication to the highest level of customer service and workmanship, and our core 'consumer-first' mantra. It equally underlines our

long-standing
commitment to doing the very best for motorists, which has seen loyalty span generations of the same
family, such is the reputation which we have built during the past decades amongst our customer base in
the local area and beyond. We look forward to working closely with The Motor Ombudsman, and sharing
in their extensive industry expertise."

For more information on The Motor Ombudsman's Motor Industry Code of Practice for Service and
Repair, visit consumers/our-codes-of-practice/service-repair-code