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

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## 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](http://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



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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](#)