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## WarrantyWorks gains accreditation to The Motor Ombudsman's Vehicle Warranty Products Code

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The Motor Ombudsman tells us:

(Photograph and all words from The Motor Ombudsman)

- WarrantyWorks has gained accreditation to The Motor Ombudsman's CTSI-approved Motor Industry Code of Practice for Vehicle Warranty Products following the approval of their application
- Being a part of the long-standing and established Code highlights a commitment to high standards of customer service and best practice in the provision and administration of plans
- Accreditation delivers a host of benefits to WarrantyWorks, including being able to signpost consumers to The Motor Ombudsman's Alternative Dispute Resolution (ADR) service in the event of a complaint reaching deadlock, as well as access to tailored webinars and training programmes, amongst other initiatives



London, 16 June 2026: The Motor Ombudsman, the Ombudsman dedicated to the automotive sector, is pleased to announce that WarrantyWorks has gained accreditation to its Chartered Trading Standards Institute (CTSI)-approved Motor Industry Code of Practice for Vehicle Warranty Products.

Being a part of the Vehicle Warranty Code portfolio of businesses follows a stringent assessment process by The Motor Ombudsman, which evaluates plan providers against a set of service and operational standards as part of their application. These span areas ranging from advertising and plan documentation, to claims handling, staff training and internal complaints management should a dispute with a consumer arise.

As the latest organisation to be adhering to the comprehensive and established Code of Practice, Manchester-based WarrantyWorks is reinforcing its commitment to customers to delivering the highest standards of service at every touchpoint, and to following recognised industry best practice in the provision and administration of vehicle warranty products. This includes using clear and jargon-free information with consumers, offering support tailored to the needs of plan holders, implementing a robust internal complaints process, and signposting to The Motor Ombudsman's free, impartial and independent dispute resolution service at no cost, should deadlock be reached between the parties in the event of a complaint.

As an accredited business, WarrantyWorks will benefit from a profile on The Motor Ombudsman's high-profile website that attracts hundreds of thousands of users each year, opportunities to contribute to Code committee and insight meetings, and access to webinars, events, and bespoke training initiatives. The company and its staff will also be eligible for nomination in this year's Star Awards - a contest which is now open for submissions from customers who are able to shine the spotlight on businesses and individuals that have delivered exceptional service to customers.

Andrew Brown, Subscriber Operations Manager at The Motor Ombudsman, said: "We are delighted to welcome WarrantyWorks to our Vehicle Warranty Products Code. This provides



an important signal to consumers that the business is committed to transparency, fairness and high standards throughout the customer journey, from the point of taking out the plan, through to having repairs carried out in the event of a claim. They will prove a valuable part of our portfolio, and we look forward to working alongside their team.”

Kyle Sawczuk, Head of Finance at WarrantyWorks, explained: “Becoming accredited to the Vehicle Warranty Products Code is an important milestone for our business and a strong endorsement of the standards we work hard to uphold across every area of our operation. It equally reflects our sustained focus on delivering a high-quality customer experience and responsive support to plan holders.

“The Motor Ombudsman will prove an invaluable asset for our business thanks to their unrivalled expertise in the sector, and will help drive our products and services to ensure that they always meet the discerning expectations of today’s motorists.”

For more information about The Motor Ombudsman, visit [www.TheMotorOmbudsman.org](http://www.TheMotorOmbudsman.org).

## About The Motor Ombudsman

The Motor Ombudsman is the independent and impartial Ombudsman dedicated solely to the automotive sector, and self-regulates the UK’s motor industry through its comprehensive Chartered Trading Standards Institute (CTSI)-approved Codes of Practice. Thousands of businesses, including vehicle manufacturers, warranty product providers, franchised dealers and independent garages, are accredited to one or more of the Codes, which drive even higher standards of work and service, and give consumers added protection, peace of mind and trust during the vehicle purchase and ownership experience.

For more information on The Motor Ombudsman, visit [www.TheMotorOmbudsman.org](http://www.TheMotorOmbudsman.org).



## About The Motor Ombudsman's Motor Industry Code of Practice for Vehicle Warranty Products

Unveiled in 2009, the Motor Industry Code of Practice for Vehicle Warranty Products aims to provide guidelines for the supply of automotive warranties, including coverage of both insured and non-insured products. The Code covers around three-quarters of the extended vehicle warranty products sold annually, providing consumers with additional protection when taking out a plan with an accredited business.

For more information on The Motor Ombudsman's Vehicle Warranty Products Code, visit [consumers/our-codes-of-practice/vehicle-warranty-products-code/](#)

## About WarrantyWorks

WarrantyWorks is a provider of vehicle warranty, cosmetic care and maintenance products, offering solutions designed to support motorists throughout the vehicle ownership journey. Drawing on extensive automotive experience, the business delivers plans that address both mechanical and electrical repairs, as well as bodywork and alloy wheel appearance. Underpinned by a commitment to transparency, fairness and customer service, WarrantyWorks aims to provide straightforward cover, responsive support and added confidence for drivers.

For more information on WarrantyWorks, visit [www.warrantyworks.co.uk](http://www.warrantyworks.co.uk).