

VBRA - Code of Practice

2016 report on the operation of the Code of Practice
recognised under the CTSI Consumer Codes Approval
Scheme

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Introduction

This report reviews the operation of our Code of Practice which was originally approved under the OFT Consumer Codes Approval Scheme on 28 September 2004 and transferred to the CTSI in April 2013. All information within this report relates to the period 1 March 2016 to 28 February 2017. Future reporting periods will run annually from 1 March. This report is available on request and via the NBRA website, (www.nbra.org.uk); copies are distributed to consumer organisations and others.

Disciplinary Panel

An independent disciplinary panel exists to handle code breaches. Panel members have no known past or present association with our members individually, their trading sector or their industry. Membership of the panel is presently under review.

There has never been a need for the panel to convene . testament to the quality of work undertaken by VBRA members, the membership inspection regime to which they voluntarily submit which ensures they are monitored in terms of their premises, equipment, technical training, customer care and operation of the VBRA Code of Practice and to their individual ability to quickly remedy any problem, as it arises, to their customers satisfaction.

Code of Practice Periodic Review

The Code of Practice was last reviewed and approved by CTSI in 2014. At the point of this publication, the Code of Practice is under review from CTSI. This report takes into account the VBRA Code of Practice and not the pending Code of Practice, (NBRA . Code of Practice) as shown on the website www.nbra.org.uk

This change to the code is due to the repairer members of the VBRA and the repairer members in the association formerly known as National Association of Bodyshops, merging and unifying into a single association, National Body Repair Association. This new association was live from 21 March 2017 and necessitated a change to the name of the Code.

Complaints and Conciliation

VBRA Operates free Conciliation and access to low cost Arbitration services. Regardless of the changes to the code referred to above the complaints and conciliation element is unaltered. Sanctions in the event of a breach of the Code are detailed in the Code wording. Consumers are kept informed of the progress of their complaint.

For the period 1 March 2016 to 28 February 2017 the number of cases referred to Conciliation was 11. All 11 cases came directly from the complainant, (customer).

Of these 11 cases:

1 found in favour of Member Company
4 did not progress or were withdrawn
2 were settled by compromise
1 was a duplicated entry
2 remain pending
1 case is pending outcome from Arbitration

The total number of complaints as a proportion to total repairs carried out by VBRA members is miniscule, demonstrating, yet again, an over-all extremely high level of satisfaction amongst customers with the services and workmanship provided by VBRA members.

More details can be made available through the National Conciliation Service who act as our provider of ADR and to ensure that the VBRA remains impartial towards customers.

Monitoring of Customer Satisfaction

The VBRA Code of Practice monitored customer satisfaction through a Customer Satisfaction Survey (CSS) . See Appendix A . Apparent dissatisfaction does not always equate to a complaint.

VBRA operates a generic CSS. While we encourage members to use this service, it should be noted that:

- Many members have in place, instead, one or more similar and competing schemes which take precedence over use of the generic model.
- VBRA does not monitor CSS performance under alternative schemes, many of which are subject to contractual or non-disclosure agreements.
- VBRA does not measure the number of repairs carried out by its Members, although the number of repairs carried out by Members in the period is considerable. We cannot therefore estimate the proportion of those repairs that are subject to either VBRA or alternative Customer Satisfaction Schemes.
- We do not monitor the number of Survey Cards (ours or third party) issued by Members. Distribution methods vary from; attachment to invoice, leaving in vehicles, issuing on collection or being made available at request from reception. Complaints reaching us which initiate Conciliation are raised

directly with us by the customers and not, in the main, through the CSS cards. We remain firmly of the opinion that customers are not failing to make a complaint on the absence of a CSS Card.

These CSS cards are postage paid to VBRA thereby allowing third party monitoring of performance. After review the cards are scanned and returned to the Member with appropriate comments from us if deemed necessary.

At the point of this publication, the CSS cards have been replaced with direct customer feedback being made available through the website www.nbra.org.uk The CSS Cards will be removed from circulation and replaced with the feedback and review through the website. Prior to the review being made visible it must be approved by a member of the Admin team to ensure that a true reflection of the review is made visible.

We encourage the distribution of the CSS Cards, but customer response cannot be mandated. We draw the inference that dissatisfied customers are more likely to leave feedback than satisfied customers. The format of the card does not seek positive feedback; it solicits only adverse comment. Response is skewed towards notification of poor service. %complaint/dissatisfaction+should therefore be viewed in this light

At the point of this publication, the website www.nbra.org.uk has made available a review facility for customers. This gives the customer an opportunity to measure the %pros+and %cons+of their experience, together with an overview of their experience, measured by 5 Stars.

The response rate in 2016 for the CSS cards show similar patterns to those exhibited in previous years.

Observations:

Customer Satisfaction 98.7%
Complaints: 1.3%
Complaints about Insurer: 1.3%

CSS Cards are in %Yes/No+format, where no is recorded as dissatisfaction, (not all dissatisfaction requires Conciliation). Where a no is recorded customers frequently qualify their answer (e.g stating that the vehicle was not ready at the agreed time, but the business informed me of the changes and kept me up to date) The is still regarded as a %no+answer and may not be a true reflection of the customer satisfaction.

VBRA members perform well in customer service and attention to detail. Of the CSS cards received 103 returned %No+answers. Compared to the 11 cases referred to Conciliation this demonstrates that complaints are dealt with, in the main, at source and satisfactorily resolved thereby not requiring VBRA intervention.

Code Compliance Checks

VBRA operates a system of check prior to acceptance into membership and periodically thereafter via Area Managers who interact directly with Members face to face. Initial and ongoing compliance discussions emphasis the obligations to be accepted and complied with regarding code approval.

On site audits are undertaken to police compliance with VBRA's high standards of which code compliance is a small element only.

Code inspections address member awareness of the Code and their responsibilities thereunder (Appendix B). The Code is also available via the VBRA Website. **At the point of publication the Code was under review to change name to NBRA . Code Of Practice, a copy of which can be found on www.nbra.org.uk**

Some members are precluded from displaying the VBRA and/or CTSI Logos under commercial agreements with their principal work providers. We acknowledge each member enterprise to be an individual business which consequently may choose what to and what not to display. In the spirit of approval requirements, we strongly encourage the display of relevant, correctly positioned signage.

VBRA's essential interest is that members comply with the Code for consumer protection purposes.

Where a compliance inspection highlights areas requiring action or improvement these matters are taken up and remedied on the spot by the VBRA Area Manager.

We are targeted to carry out formal Code inspections on a third of qualifying members annually. In the period covered by this report, this was exceeded.

Membership Changes

VBRA updates the CTSI with withdrawals from and additions to membership. Protocols are in place to warn withdrawn members the CTSI and VBRA signage must be removed from display. Any instances of continuing non-compliance with instructions to remove signage are referred to local Trading Standards Offices.

Summary

The VBRA for many years have seen the benefit of having a Code of Practice to benefit consumers. CTSI Approval enhances members' existing dedication to quality and service and is seen as a positive benefit to all concerned.

The Code of Practice underpins governance of the interaction between customer and repairer and seeks to ensure, on the rare occasions something might go

wrong there is a workable customer facing mechanism to quickly put matters right, to the satisfaction of all parties.

At the point of this publication the Code of Practice was under review. The NBRA, (National Body Repair Association) will continue to maintain the Code.

CSS CARD RETURNS FOR PERIOD 1 MARCH 2016 TO 28 February 2017

Quarter Ending	Return with no complaints	Returns with Complaints	Total Returns	Dissatisfaction with quality and of service received from repairer.						Compliments in respect of VBRA member	Dissatisfied with service from Insurer	
				Q1	Q2	Q3	Q4	Q5	Q6			Quarterly Totals
March to May	249	9	258	2	13	5	4	3	2	29	104	8
June to August	311	5	316	6	7	7	11	2	5	38	160	3
September to November	275	2	277	1	12	1	4	0	1	19	113	1
December to February	350	0	350	1	9	3	3	0	1	17	165	1
Unallocated	0	0	0	0	0	0	0	0	0	0	0	0
Grand Totals	1185	16	1201	10	41	16	22	5	9	103	542	13

Appendix A

Questions:

Q1 were you satisfied with the vehicle when it was returned?

Q2 Was the vehicle ready as and when agreed?

Q3 Were you sufficiently advised as to your claim/repair procedures and any other relevant information?

Q4 Were you informed as to any charges that you may have to pay?(e.g. costs . excess . betterment . VAT)

Q5 Were our management and staff efficient and courteous?

Q6 Was all the work completed without any outstanding issues?

APPEDIX B

TSI COP AUDIT					
  					
COMPANY NAME					
CODE REF	TOPIC (FOR FULL COMPLIANCE DETAILS REFER TO THE VBRA CONSUMER CODE)	COMPLIANT ON INSPECTION TICK	NON COMPLIANT ON INSPECTION ENTER X	CORRECTED ON INSPECTION TICK	ACTION REQ & DATE
1	CODE & CODE AWARENESS: ARE MANAGEMENT AND STAFF AWARE OF THE CODE AND OF THEIR AUTHORITY AND RESPONSIBILITIES IN DELIVERING THE CONTENT OF THE CODE TO THE CONSUMER? AND IS A COPY OF THE CODE AVAILABLE TO BOTH CUSTOMERS AND STAFF?				
2					
3	ESTIMATES & QUOTATIONS: ARE ESTIMATES/QUOTATIONS MADE AVAILABLE ON REQUEST AND ARE THE DIFFERENCES KNOWN BY STAFF?				
4	PAYMENT: ARE TERMS OF PAYMENT DISPLAYED? ARE CUSTOMERS INFORMED OF HOW AND WHEN PAYMENT SHOULD BE MADE?				
5	PARTS: ARE CUSTOMERS PROVIDED WITH DETAILS OF PARTS THAT MAY <u>REQUIRED</u> ? AND WHAT PARTS ARE TO BE USED? (IS ORIGINAL OR NON-ORIGINAL)				
6	DISPLACED PARTS: IS THE "PAYING" CUSTOMER MADE AWARE THEY CAN INSPECT AND/OR COLLECT DISPLACED PARTS?				
7	CONTRACTUAL TERMS & CONDITIONS: ARE THE COMPANY'S STANDARD CONTRACT TERMS & CONDITIONS UP TO DATE AND AVAILABLE TO THE CUSTOMER? THE FINAL INVOICE: DOES THE FINAL INVOICE CONTAIN DETAILS OF VAT, WORK CARRIED OUT, WARRANTY AND DETAILS OF THE VEHICLE OR UNITS ON WHICH THE WORK WAS UNDERTAKEN?				
11					
8	WARRANTY: ARE THE TERMS OF WARRANTY DISPLAYED IN CUSTOMER FACING AREAS AND IS THERE INFORMATION ON HOW THEY SHOULD PROCEED IF ANY WARRANTY WORK IS REQUIRED?				
9	COMPLETION DELIVERY TIMES/DATES: DO MANAGEMENT AND STAFF KEEP CUSTOMERS ADVISED OF ANY CHANGES WITH THE AGREED COMPLETION DATES/TIMES?				
10	VEHICLE ACCIDENT DAMAGE/INSURANCE CLAIM: ARE CUSTOMERS ADVISED AS TO THE PROCEDURES AND OPTIONS AVAILABLE IN THE EVENT OF AN ACCIDENT/INSURANCE CLAIM?				
12	CANCELLATION OF REPAIR AGREEMENT: ARE MANAGEMENT AND STAFF AWARE OF THE PROCEDURE IF A CUSTOMER CANCELS A CONTRACT AND HOW ANY INCURRED COSTS ARE TO BE ALLOCATED?				
13	CARE OF CUSTOMERS' VEHICLES & POSSESSIONS: DO MANAGEMENT AND STAFF SECURE CUSTOMERS' POSSESSIONS/VALUABLES THAT MAY HAVE BEEN LEFT WITH THEM?				
14	CUSTOMER CONFIDENCE & SATISFACTION: (A) IS THE NAME OF THE CUSTOMER LIAISON MANAGER DISPLAYED? (B) HAS A FORMAL CUSTOMER COMPLAINTS PROCEDURE BEEN ESTABLISHED? (C) ARE CUSTOMER SATISFACTION CARDS (CSS) IN USE, AND IS A SUMMARY KEPT OF TRENDS AND RESULTS? (D) WHAT TYPE OF CUSTOMER SATISFACTION SURVEY CARD IS USED? <u>VBRA</u> INSURANCE CO <u>etc</u> , PLEASE CONFIRM:				
19	THE CONCILIATION & ARBITRATION PROCESS: IS MANAGEMENT AWARE OF THE PROCEDURE TO FOLLOW IF A CUSTOMER WISHES TO APPLY FOR CONCILIATION & ARBITRATION?				
16	ADVERTISING: DOES THE MANAGEMENT REVIEW ADVERTISING TO ENSURE IT COMPLIES WITH THE SPIRIT OF THE CODE?				
17	THE VBRA MEMBER: DOES THE MEMBER COMPANY OPERATE THIS CODE WILLINGLY? AND DO THEY RECOGNISE THEIR RESPONSIBILITIES TO THE <u>VBRA</u> TERMS OF MEMBERSHIP AND CODE OF PRACTICE AND THE ENFORCEMENT ON FAILURE TO ABIDE BY THIS CODE?				
18					
REF No	ACTION AND DATE(S) REQUIRED FOR COMPLIANCE				
WE AGREE TO REMEDY THE ABOVE NON-COMPLIANCES BY THE DATES SHOWN:					
CONTACT NAME:		POSITION:		SIGNATURE:	
THIS COMPANY HAS		PASSED <input type="checkbox"/>		FAILED <input type="checkbox"/> (CODE COMPLIANCE)	
VBRA INSPECTOR		SIGNATURE		DATE	