



2023 report on the operation of the Code of Practice
recognised under the CTSI Consumer Codes Approval
Scheme

Prepared By
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Introduction

This report reviews the operation of our Code of Practice. All information within this report relates to the period 1 March 2023 to 29 February 2024. 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

Should a disciplinary matter arise where intervention is required to act on the member, the NBRA make use of the NBRA Executive Committee. We carefully put the case across to our committee to ensure we do not mention any business information to ensure the opinions and outcomes are based on the evidence and facts and to ensure that an impartial view of the matter is considered.

There has never been a need for the panel to convene, although the Disciplinary Procedure is discussed in Executive Committee Meetings – testament to the quality of work undertaken by NBRA 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 NBRA 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 June 2017. The NBRA Code of Practice is shown on the website www.nbra.org.uk

Complaints and Conciliation

NBRA provides access to a free Conciliation and access to low cost Arbitration service. 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 2023 to 28 February 2024 the number of cases referred to Conciliation was 0.

The total number of complaints as a proportion to total repairs carried out by NBRA members is miniscule, demonstrating, yet again, an over-all extremely high level of

satisfaction amongst customers with the services and workmanship provided by NBRA members.

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

Monitoring of Customer Satisfaction

For the purpose of this report, we have collated information from Google reviews and other online review applications of our 248 Code of Practice approved members. The data was sourced through Google and used the first page of results to find reviews. If they were not shown on the Google My Business pane. This method will be used for future annual reports as it generates substantial review data. The individual results can be seen in APPENDIX A

It should also be noted that not all members of the NBRA are approved and audited to the Code of Practice yet. The results shown within this report only references the 248 members who have been audited.

While we encourage members to use online reviews, 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.
- NBRA 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 NBRA or alternative Customer Satisfaction Schemes.
- From 2020 onwards, the NBRA will report any ratings found from the first page of a google search to add greater data capture and adds extra validation to the results.

Customer response cannot be mandated as part of our audit and we draw the inference that dissatisfied customers are more likely to leave feedback than satisfied customers.

It is to be noted that for the purpose of this report, Google reviews and other online review applications do not seek positive feedback; it requests customers leave positive and/or negative feedback.

The responses collected from online reviews has given a fantastic set of results and generally demonstrates the excellent service and results offered by our



members. Again, although using an alternative source for the reviews to previous years reporting, there are similar patterns to those exhibited in previous years. Observations:

Scope: 248 CTSI Approved Members
Google Reviews: 243 Member Businesses
Facebook: 2 Member Businesses
Yell.com: 1 Member Businesses
Freeindex.co.uk: 1 Member Business
Uk.trustpilot.com: 1 Member Business

Reviews Identified: 17,965
Average Rating (out of 5 stars): 4.5

It is worth noting that there is an increase of 2065 reviews for the period 01/03/2023 to 29/02/2024 from the previous year; a great indication that Google Reviews is a valuable measure for customer satisfaction as is being widely used by our member companies.

Not all dissatisfaction requires Conciliation. Where a “con” 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 “con” answer and may not be a true reflection of the customer satisfaction.

Code Compliance Checks

NBRA operates a system of check prior to acceptance into membership and periodically thereafter. All audits have been completed remotely for this period and will continue to do so. For the period of 1 March 2023 to 29 February 2024 we have undertaken remote audits to ensure ongoing compliance with the Code. Initial and ongoing compliance discussions emphasis the obligations to be accepted and complied with regarding code approval. In the period of 1 March 2023 to 29 February 2024, 92 audits were conducted.

On site audits are undertaken to police compliance with NBRA’s high standards of which code compliance is a small element only. It is to be noted that field team may conduct an audit when visiting a site, but it is not a requirement for them to do so, with more attention offered to supporting businesses with membership services and benefits which may be applicable to them at the time of audit.

Code inspections address member awareness of the Code and their responsibilities thereunder (Appendix B). The Code is also available via the NBRA Website.



Some members are precluded from displaying the NBRA and 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.

It should be further noted that not all members qualify or have not yet been audited for the Code Approval. Those members who do qualify are shared with CTSI and their partners to display on their websites.

NBRA'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 NBRA Field Team or Remote Auditor.

We are targeted to carry out formal Code inspections on a third of qualifying members annually. In the period covered by this report 92 audits were completed.

Membership Changes

NBRA updates the CTSI and supporting websites with withdrawals from and additions to membership. Protocols are in place to warn withdrawn members the CTSI and NBRA 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 NBRA see 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.

APPENDIX A

Company	Source	Number of Reviews	Star Rating (out of 5)
4 Rings Motors	Google Reviews	61	4.1
A & D Accident Repair Centre Ltd	Google Reviews	56	4.8
A & E Vehicle Services Ltd	Google Reviews	28	4.8
A Thompson Motor Bodies Ltd	Google Reviews	57	4
A1 Car Body Repairs Ltd	Google Reviews	18	4.6
A2Z Motor Ltd	Google Reviews	10	4.6
ABZ Autoworks	Google Reviews	2	5
Accident Repair Centre	Google Reviews	55	3.2
Accident Repairs Heathrow Ltd	Yell.com	8	5
Ace Bodyshop Scotland	Google Reviews	33	5
Ace Finish Ltd	Google Reviews	274	4.8
ADL Crash Repairs Ltd	Google Reviews	105	4.4
Advanced Auto Accident Repair	Google Reviews	250	4.9
Advanced Vehicle Technicians	Google Reviews	33	4.6
Agmors Coachworks Ltd	Google Reviews	103	4.7
Al Shaw's Ltd	Google Reviews	64	4.7
Alan Reed Ltd	Google Reviews	93	4.8
Alexandra Accident Repair Centre	Google Reviews	100	5
Alpha Rapid Repair Ltd	Google Reviews	108	5
Apollo Basingstoke Powered by Steer	Google Reviews	151	4.3
Apollo Bexhill Powered by Steer	Google Reviews	151	4.6
Apollo Bournemouth Powered by Steer	Google Reviews	62	4.3
Apollo Cheltenham Powered by Steer	Google Reviews	82	4.4
Apollo Dover Powered by Steer	Google Reviews	101	4.6
Apollo Horsham Powered by Steer	Google Reviews	100	4.4
Apollo Salisbury Powered by Steer	Google Reviews	69	4.7
Apollo Sittingbourne Powered by Steer	Google Reviews	107	4.8
Apollo Swindon Powered by Steer	Google Reviews	71	4.7
Apollo Westbury Powered by Steer	Google Reviews	131	4.9
Apollo Yeovil Powered by Steer	Google Reviews	118	4.3
ARC Coachworks Ltd	Google Reviews	65	4
Ashgrove Motor Body Co	Google Reviews	45	4.2
Ashgrove Motor Body Co (Aberdeen) Ltd	Google Reviews	126	3.8
Auto Accident Repair Centre Ltd	Google Reviews	74	4.7
Auto Carmeleon Ltd	Google Reviews	29	4.9
Autocolour Ltd	Google Reviews	34	4.4

Autocraft Accident Repair Centre Ltd	Google Reviews	76	3.8
Automotive Repair Systems Ltd	Google Reviews	21	4.7
Autoprofile Ltd	Google Reviews	41	4.5
Autospray Cardiff Ltd	Google Reviews	77	4.8
Aylesford Body Repair Ltd	Google Reviews	61	4.8
B & K Accident Repair Centre Ltd	Google Reviews	34	4.5
BA Kelf Bodyworks Ltd	Google Reviews	57	4.4
Baddon Motorbody	Google Reviews		
Barretts of Canterbury	Google Reviews	44	4.6
Bigland Accident Repair Centre	Google Reviews	33	4.4
BJ Miles Accident Repair Specialists	Google Reviews	33	4.9
Body Perfect (North Wales) Ltd	Google Reviews	149	4.1
Bodycare Accident Repair Centre Ltd	Google Reviews	37	4.9
Bodyworx Dunmow Ltd	Google Reviews	29	4.7
Bosch Reading Automotive Engineers	Google Reviews	57	3.9
Boyer's Body Centre	Google Reviews	72	4.9
Bradshaws Ltd	Google Reviews	32	4.2
Braintree Motor Works	Google Reviews	80	4.9
Brin Jones Ltd	Google Reviews	75	4.5
Bristol ARC Central Ltd	Google Reviews	34	4
Bristol ARC Ltd	Google Reviews	44	3.7
Brunel Bodycraft	freeindex.co.uk	10	4.8
Bushey Hall Garage Ltd (Bodyshop)	Google Reviews	112	4.7
C & N Panelcraft Ltd	Google Reviews	5	5
C & P Panelcraft	Google Reviews	329	4.9
Car Accident Repair Centre Ltd	Google Reviews	16	4
Car Accident Repair Services Ltd	Google Reviews	51	4.8
Care & Repair Sevenoaks Ltd	Google Reviews	12	4.4
Cars & Colours	Google Reviews	158	4.7
Carsmetix Ltd	Google Reviews	30	4.2
CBS	Google Reviews	62	4.8
Ceejay Autoworx	Google Reviews	43	5
Central Bodyshop Ltd	Google Reviews	135	5
Central Park Body Shop	Google Reviews	42	4.8
Cheadle Motor Body Builders & Repairers	Google Reviews	147	4.9
Chiltern Aston Centre Ltd (Bodyshop)	Google Reviews	166	5
ChipsAway - Andrew Darby	Google Reviews	19	4.4
ChipsAway Car Care	Google Reviews	57	4.6
ChipsAway Carcare (Stockport) Ltd	Google Reviews	103	4.9
Chris Spiteri & Son	Google Reviews	67	4
Classic Car Restorations Ltd	Google Reviews	2	5
Collision Repair Ltd	Google Reviews	30	4.1
Collision Repair Specialists Ltd	Google Reviews	79	4.9
Cooper Barnes Ltd	Google Reviews	70	4.8



Crawfords Accident Repair Centre	Google Reviews	72	4.8
CSC Automotive Ltd	Google Reviews	159	4.8
CSS Motors	Google Reviews	130	4.4
Custom Coachworks Accident Repair Centres	Google Reviews	120	4.9
D & M Coachworks Ltd	Google Reviews	54	4.2
D Laughton Accident Repair Centre Ltd	Google Reviews	7	3.3
Davidsons Accident Repair Centre	Google Reviews	11	4.5
Delete-A-Dent Ltd	Google Reviews	162	4.7
Dentec Hillington Ltd	Google Reviews	7	4.4
Dentec Hillington Ltd (Clyde Gateway East)	Google Reviews	155	3.7
Denver Body Repair Centre Ltd	Google Reviews	3	3.7
Derbyshire Bodyshop Services Ltd	Google Reviews	45	4.9
DJ Mackenzies Ltd	Google Reviews	86	4.6
Drive Vauxhall Hartlepool (Bodyshop)	Google Reviews	339	4.4
Drive Vauxhall Redcar (Bodyshop)	Google Reviews	321	4.4
Drive Vauxhall Stockton	Google Reviews	597	4.5
DTJ Autobody Repairs Ltd	Google Reviews	27	3.9
Duchy Car Body Repairs Ltd	Google Reviews	51	4.8
Dukes Motors Ltd	Google Reviews	51	4.7
Dunsdale Coachworks	Google Reviews	49	4.9
Easy Paint Accident Repair Centre Ltd	Google Reviews	18	4.5
Edenbridge Accident Repair Centre	Google Reviews	43	4.4
Edwin J Bowman (Lincs) Ltd	Google Reviews	66	3.7
Elder & Paton (Perth) Ltd	Google Reviews	128	4.3
Essex Autospray	Google Reviews	33	4.7
Evans Autobody Ltd	Google Reviews	155	5
Feakins Of Kettering Ltd	Google Reviews	73	4.4
Fix & Go Leeds	uk.trustpilot.com	148	4.7
Fix Auto Manchester East (bodyshop)	Google Reviews	77	4
Fix Auto Mid Devon	Google Reviews	50	4.6
Fix Auto Portsmouth	Google Reviews	26	3.6
Frosts (Cars) Ltd (Bodyshop)	Google Reviews	14	5
Fylde Coast Accident Repair Centre Ltd	Google Reviews	731	4.8
Gardiner Motors (bodyshop)	Google Reviews	72	4.3
Gemini ARC	Google Reviews	11	4
Gemini ARC Bodmin	Google Reviews	54	4.6
Gemini ARC Bristol	Google Reviews	43	4.5
Gemini ARC Cannock	Google Reviews	43	4
Gemini ARC Chesterfield	Google Reviews	20	4.8
Gemini ARC Dudley	Google Reviews	52	4.1
Gemini ARC Leeds	Google Reviews	47	3.9
Gemini ARC Leicester	Google Reviews	65	4.4
Gemini ARC Macclesfield	Google Reviews	59	4.5
Gemini ARC Newport	Google Reviews	36	4.2



Gemini ARC Nottingham	Google Reviews	37	4.4
Gemini ARC Nuneaton	Google Reviews	47	4.2
Gemini ARC Redditch	Google Reviews	43	4.3
Gemini ARC Rotherham	Google Reviews	69	4.3
Gemini ARC Stourbridge	Google Reviews	14	4.2
Gemini ARC Taunton	Google Reviews	33	4.4
Gemini ARC Telford	Google Reviews	47	4.2
Gemini ARC Tewkesbury	Google Reviews	32	3.9
Gemini ARC Worcester	Google Reviews	63	4.2
Gemini ARC Yeovil	Google Reviews	39	4
GM Clements Bodyshop	Google Reviews	47	4.9
Graham Richardson & Son Ltd	Google Reviews	170	4.8
Grange Moor Coachworks Ltd	Google Reviews	74	4.6
Greta Motor Body Works Ltd	Google Reviews	119	4.8
GS Plus Accident Repair Centre Ltd	Google Reviews	8	5
Harris Coachworks Ltd	Google Reviews	45	4.8
HB Panelcraft Ltd	Google Reviews	163	4.4
Hefin Jones Vehicle Body Repairs	Google Reviews	66	4.9
Hillarys Coachworks Ltd	Google Reviews	12	4.5
Holland Park Autos (London) Ltd (Bodyshop)	Google Reviews	35	4.1
IA Bodyshop Ltd	Google Reviews	227	5
Ideal Bodyworx	Google Reviews	55	4.8
Ingram Accident Repair Centre	Google Reviews	27	4.5
Innovation Stockley Ltd	Google Reviews	14	4.6
Irish Road Motors ARC	Google Reviews	46	4.4
J & C Autos Bodyworks Ltd	Google Reviews	9	4.9
JA Biggs Engineering Ltd	Google Reviews	7	4.3
Jaggers Garage	Google Reviews	184	4.8
James Wood (Automotive Refinishers) Ltd	Google Reviews	45	4.8
John Newman Bodyworks Ltd	Google Reviews	77	4.5
Jubilee Coachworks Ltd	Google Reviews	47	4.9
Kelly Fleet Services Ltd	Google Reviews	17	4.1
Kevin Ellis Pontefract Accident Repair Ltd	Google Reviews	33	4.7
Kraftwork Vehicle Refinishing	Google Reviews	52	4.9
LA Motors Ltd	Google Reviews	24	4.4
LDS Motor Bodies Ltd	Google Reviews	45	4.7
Little Knocks Ltd	Google Reviews	89	4.6
Little Knocks Ltd (Wokingham)	Google Reviews	134	4.6
London Hire Ltd	Google Reviews	33	4.6
London Road Coachworks Ltd	Google Reviews	58	4.7
LSJ Car Body Repair Specialist Ltd	Facebook	12	5
Lushington Hill Bodyshop	Google Reviews	10	4.9
Maldon Accident Repair Centre Ltd	Google Reviews	89	4.8
Manning & Boyce Accident Repairs Ltd	Google Reviews	21	4.7



Mark Allen Cars	Google Reviews	22	5
Master Cars (Birstall) Ltd	Google Reviews	168	4.5
MB (Hants) Ltd	Google Reviews	16	4.8
Morrisons Motor Body Repairs	Google Reviews	41	3.9
Moto-Craft Ltd	Google Reviews	23	4.8
Motorweld Ltd	Google Reviews	24	5
Motts Body Repair Ltd	Google Reviews	126	4.9
MP Brentford Ltd (Bodyshop)	Google Reviews	110	4.7
MRH Autos Ltd	Google Reviews	5	5
MT Autobody Repair	Google Reviews	115	4.9
NA-Voitures Body Repairs Ltd	Google Reviews	34	4.7
Newbridge Accident Repair Centre	Google Reviews	77	3.3
North Eastern 4x4 Ltd	Facebook	42	4.8
North Star Garage Ltd	Google Reviews	62	4.4
Owlsbury Accident Repair Centre	Google Reviews	19	4.6
P & H Body Repairs Ltd	Google Reviews	35	4.5
Paignton Body Repair Centre Ltd	Google Reviews	55	4.7
Pauls Motor Body Repairs	Google Reviews	40	4.6
Pennings Milton Keynes	Google Reviews	121	4.3
Peter Teager Cars	Google Reviews	6	4.8
Phoenix Autobody Repairs Ltd	Google Reviews	55	4.4
Phoenix Enhancement Services	Google Reviews	110	4.3
PJ Geary Ltd	Google Reviews	69	4.4
Premier Smart Solutions	Google Reviews	4	4
Prices Garage	Google Reviews	51	4.6
Pye Motors Ltd Accident Repair Centre	Google Reviews	36	4.2
R & J Motors Ltd	Google Reviews	28	4.8
Ray Wilson Accident Repair Centre	Google Reviews	40	4.7
Refinish Centre	Google Reviews	10	5
Repair & Restore Body Shop (Goole) Ltd	Google Reviews	70	4.7
Repair Smart	Google Reviews	83	4.9
RS Dawe	Google Reviews	16	4.9
RS Scuff N Buff Chelmsford	Google Reviews	104	4.9
Ryanluca Ltd	Google Reviews	109	4.9
Rye Street Group - Bishops Stortford	Google Reviews	103	3.8
S De Gregorio Body Repair Centre	Google Reviews	29	4.8
Sandown Coachworks (Hersham) Ltd	Google Reviews	120	4.4
Scuffbusters TW Ltd	Google Reviews	10	4.6
SE Ison & Sons	Google Reviews	42	4.7
SH Bodyworks	Google Reviews	84	5
Shreejee Motors (London)	Google Reviews	2	5
Smart Bodyshop Ltd	Google Reviews	60	4.2
Smithy Garage Ltd	Google Reviews	47	4.8
Spectrum Automotive	Google Reviews	27	4.5

Spray Shack Ltd	Google Reviews	38	4.8
SprayTech Auto Repairs Telford	Google Reviews	45	5
St Leonards Motors Ltd	Google Reviews	5	4.4
Station Coachworks Ltd	Google Reviews	33	4.6
Steer Aylesbury	Google Reviews	144	4.6
Steer Prestige Slough	Google Reviews	70	3.9
Steer Reading	Google Reviews	142	4.6
Steer Sleaford	Google Reviews	32	4.7
Steer Slough	Google Reviews	78	4.3
Storeys Accident Repair Centre Ltd	Google Reviews	39	4.9
Streamline Accident Repair Centre Ltd	Google Reviews	173	4.4
Sussex Coachworks	Google Reviews	19	4.8
SW Vehicle Body Repair	Google Reviews	61	4.9
Tameside Accident Repair Centre Ltd	Google Reviews	14	4.8
Tate Accident Repair Centre	Google Reviews	17	4.9
Thanet Accident Repair Centre	Google Reviews	16	4.3
The Body Shop Pershore (UK) Ltd	Google Reviews	33	4.9
The Underground Garage Ltd	Google Reviews	112	4.8
The Vella Group	Google Reviews	131	3.4
Thompson Accident Repair Centre	Google Reviews	100	4.8
Turners Accident Repair Ltd	Google Reviews	193	4.2
Upminster Panelcraft Ltd	Google Reviews	55	4.6
Vehicle Accident Repair Centre Ltd	Google Reviews	81	4
Vehicle Repair Specialists UK Ltd	Google Reviews	207	4.7
Vehicle Workshop	Google Reviews	22	4.8
Vella Repair Centre Preston	Google Reviews	101	3.9
Vella Repair Centre Southport	Google Reviews	35	3.9
Walshaw Motor Bodies	Google Reviews	23	4.8
Warley Car Clinic	Google Reviews	216	4.3
We Fix Any Car	Google Reviews	151	4.2
West End Motors (Bodmin) Ltd	Google Reviews	26	3.8
West Thurrock Coachworks Ltd	Google Reviews	12	5
Winsford Body Shop Ltd	Google Reviews	45	4.2
Wrights Accident Repair Centres Ltd	Google Reviews	134	3.4
Wrights Auto Body Repair Centre	Google Reviews	40	4.6
Yell4Repairs	Google Reviews	37	4.8
Zeus Accident Repair Ltd	Google Reviews	2	5
		17965	4.5

APPENDIX B

NBRA CTSI CODE OF PRACTICE AUDIT					
REMOTE					
ONSITE					
NEW AUDIT					
RE-AUDIT					
COMPANY NAME					
CODE REF	TOPIC (FOR FULL COMPLIANCE DETAILS REFER TO THE NBRA CONSUMER CODE)	COMPLIANT ON INSPECTION	NON COMPLIANT ON INSPECTION ENTER X	CORRECTED ON INSPECTION	ACTION (SQA) & 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 BE REQUIRED? AND WHAT PARTS ARE TO BE USED? (I.E. 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?				
11	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?				
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) IS A CUSTOMER SATISFACTION SYSTEM IN USE, AND IS A SUMMARY KEPT OF TRENDS AND RESULTS? (D) WHAT TYPE OF CUSTOMER SATISFACTION SYSTEM IS USED? 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 NBRA Member: DOES THE MEMBER COMPANY OPERATE THIS CODE WILLINGLY? AND DO THEY RECOGNISE THEIR RESPONSIBILITIES TO THE 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:			
THIS COMPANY HAS		PASSED	FAILED	(CODE COMPLIANCE)	
NBRA INSPECTOR		DATE			
ADMINISTRATION OFFICE: 88N, 2-3 ALLESTON ROAD, RUGBY, CV23 0PA					
REGISTERED OFFICE: 201 GREAT PORTLAND STREET, LONDON, W1W 5AB					