



NBRA - Code of Practice

2019 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. All information within this report relates to the period 1 March 2019 to 29 February 2020. 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

The previous review of the code was 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.

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 2019 to 29 February 2020 the number of cases referred to Conciliation was 3. All 3 cases came directly from the complainant, (customer).

Of these 3 cases:

1 was closed as miscellaneous
1 was closed as not formally opened
1 was closed as alternative ADR or court more appropriate

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

NBRA operates a generic CSS, facilitated by an online review through our website, www.nbra.org.uk (Appendix A). 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.
- NBRA does not monitor CSS performance under alternative schemes, many of which are subject to contractual or non-disclosure agreements.
- 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.
- We do not monitor the number of Survey Cards, (third party), or requests to leave a review online 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 passed directly to the NCS and not, in the main, through the review. We remain firmly of the opinion that customers are not failing to make a complaint on the absence of a review.



We encourage our members to notify their customers of the review facility, 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 review does not seek positive feedback; it requests customers leave positive and/or negative feedback in the form of “pros” and “cons” together with a 5 star rating for; work, staff, value and atmosphere.

“complaint/dissatisfaction” should therefore be viewed in this light

The response rate in 2019 for the review facility has been low, but the show similar patterns to those exhibited in previous years.

Observations:

Work: 100% (5/5 Average)
Staff: 100% (5/5 Average)
Value: 87.5% (4.2/5 Average)
Atmosphere: 85% (4.1/5 Average)

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.

NBRA members perform well in work, staff, value and atmosphere.

Code Compliance Checks

NBRA 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. In the period of 1 March 2019 to 29 March 2020, 99 audits were conducted, around 10 audits short of our target of 1/3 of members audited.

On site audits are undertaken to police compliance with NBRA’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 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 clearly identified on the website by displaying the NBRA and CTSI combined Logo as part of their profile.

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 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 97 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 B



MEMBER NO:



TSI Code Of Practice Audit

COMPANY NAME

CODE REF	TOPIC (FOR FULL COMPLIANCE DETAILS REFER TO THE NBRA CONSUMER CODE)	COMPLIANT ON INSPECTION	NON COMPLIANT ON INSPECTION	CORRECTED ON INSPECTION	ACTION REQ & DATE
		Y/N	Y/N	Y/N	
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/VARIABLES 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				
15	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 MEMBERSHIP: DOES THE MEMBER COMPANY OPERATE THIS CODE WILLINGLY? AND DO THEY RECOGNISE THEIR RESPONSIBILITIES TO THE NBRA TERMS OF MEMBERSHIP AND CODE OF PRACTICE AND THE CONSEQUENCES 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)
NBRA INSPECTOR	SIGNATURE	DATE