



2021 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 2021 to 28 February 2022. 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 2021 to 28 February 2022 the number of cases referred to Conciliation was 2. These cases came directly from the complainant, (customer).

Of these cases:

1 – Mutually agreed that settlement not possible
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1 – Settled through compromise

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

The NBRA renewed their website in 2021 and the review functionality has not yet been applied to the website, nor have member profiles. For the purpose of this report, we have therefore collated information from Google reviews and other online review applications of our 295 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 295 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: 295 CTSI Approved Members
Google Reviews: 286 Member Businesses
Facebook: 3 Member Businesses
Yell.com: 3 Member Business
Top-rated.online: 1 Member Business
Bishopston.cyclex-uk.co.uk: 1 Member Business
No Reviews Found: 2 Member Businesses

Reviews Identified: 15297
Average Rating (out of 5 stars): 4.5

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. As we have moved out of Covid-19 our team has reduced and our Field Team no longer focus on member visits. All audits have been completed remotely for this period and will continue to do so. For the period of 1 March 2021 to 28 February 2022 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 2021 to 28 February 2022, 107 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 to recovery.



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 sent to Referenceline to add to the CCAS 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 107 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	Google Reviews	Overall Rating
4 Rings Motors	Google Reviews	45	4.1
A & D Accident Repair Centres Ltd	Google Reviews	21	4.6
A & E Vehicle Services Ltd	Google Reviews	20	4.7
A Thompson Motor Bodies Ltd	Google Reviews	41	4.3
A1 Car Body Repairs Ltd	Google Reviews	18	4.6
A1 Care-4-Cars Ltd	Facebook	21	4.6
Accident Repair Centre	Google Reviews	37	3.1
Accident Repairs Heathrow Ltd	Google Reviews	12	4.8
Ace Bodyshop Scotland	Google Reviews	21	5
Ace Finish Ltd	Google Reviews	193	4.8
ADL Crash Repairs Ltd	Google Reviews	59	4.9
Advanced Auto Accident Repair	Google Reviews	137	4.9
Advanced Vehicle Technicians	Google Reviews	23	4.8
Agmors Coachworks Ltd	Google Reviews	66	4.7
Airport Accident Repair Centre	Google Reviews	17	4.4
AJ Tucker Ltd	Google Reviews	6	4.7
Al Shaw's Ltd	Google Reviews	47	4.7
Alan Reed Ltd	Google Reviews	69	4.9
Alexandra Accident Repair Centre	Google Reviews	47	5
Alpha Rapid Repair Ltd	Google Reviews	69	5
Apollo Accident Repair Group Ltd (Basingstoke)	Google Reviews	37	3.9

Apollo Accident Repair Group Ltd (Portsmouth)	Google Reviews	83	3.6
Apollo Accident Repair Group Ltd (Prestige)	Google Reviews	57	3.9
Apollo Accident Repair Group Ltd (Southampton)	Google Reviews	99	4.1
Apollo Motor Company (Bexhill) Ltd	Google Reviews	74	4.5
Apollo Motor Company (Bournemouth) Ltd	Google Reviews	32	4.6
Apollo Motor Company (Cheltenham) Ltd	Google Reviews	53	4.4
Apollo Motor Company (Dover) Ltd	Google Reviews	54	4.7
Apollo Motor Company (Horsham) Ltd	Google Reviews	64	4.4
Apollo Motor Company (Salisbury) Ltd	Google Reviews	29	4.4
Apollo Motor Company (Sittingbourne) Ltd	Google Reviews	55	4.7
Apollo Motor Company (Swindon) Ltd	Google Reviews	45	4.6
Apollo Motor Company (Tonbridge) Ltd	Google Reviews	46	4.2
Apollo Motor Company (Westbury) Ltd	Google Reviews	16	4.8
Apollo Motor Company (Yeovil) Ltd	Google Reviews	90	4.2
ARC Coachworks Ltd	Google Reviews	59	4
Ashgrove Motor Body Co	Google Reviews	34	4.3

Ashgrove Motor Body Co (Aberdeen) Ltd	Google Reviews	94	4
Aston Workshop Ltd	Google Reviews	74	4.8
Auto Accident Repair Centre Ltd	Google Reviews	58	4.9
Auto Body Care Ltd	Google Reviews	17	4.2
Auto Carmeleon Ltd	Google Reviews	25	4.8
Auto Image London Ltd	Google Reviews	41	4.9
Autocolour Ltd	Google Reviews	24	4.4
Autocraft Accident Repair Centre Ltd	Google Reviews	61	3.9
Automotive Repair Systems Ltd	Google Reviews	170	4.5
Autoprofile Ltd	Google Reviews	28	4.5
Autospray Cardiff Ltd	Google Reviews	40	4.7
AW Accident Repair Centres (Sleaford)	Google Reviews	132	4.2
Aylesford Body Repair Ltd	Google Reviews	39	4.9
B & K Accident Repair Centre Ltd	Google Reviews	20	4.6
BA Kelf Bodyworks Ltd	Google Reviews	47	4.5
Barretts of Canterbury	Google Reviews	28	4.7
Bigland Accident Repair Centre	Google Reviews	29	4.5
BJ Miles Accident Repair Specialists	Yell.com	11	4.6
Body Perfect (North Wales) Ltd	Google Reviews	114	4
Bodycare Accident Repair Centre Ltd	Google Reviews	31	4.8
Bodyworx Dunmow Ltd	Google Reviews	20	4.6
Boyer's Body Centre	Google Reviews	54	4.9
Bradshaws Ltd	Google Reviews	20	4.2
Braintree Motor Works	Google Reviews	77	4.9

Bridge Automotive Academy	Google Reviews	7	5
Brin Jones Ltd	Google Reviews	48	4.7
Bristol ARC Central Ltd	Google Reviews	27	4
Bristol ARC Ltd	Google Reviews	27	4
Brunel Bodycraft	bishopston.cyclex-uk.co.uk	10	4.8
Bushey Hall Garage Ltd (Bodyshop)	Google Reviews	97	4.8
C & N Panelcraft Ltd	Google Reviews	5	5
C & P Panelcraft	Google Reviews	194	4.8
Cambridge Motor Repairs	Google Reviews	8	4.4
Car Accident Repair Centre Ltd	Google Reviews	8	5
Car Accident Repair Services Ltd	Google Reviews	30	4.9
Care & Repair Sevenoaks Ltd	Google Reviews	9	4.6
Cars & Colours	Google Reviews	99	4.9
Carsmetix Ltd	Google Reviews	57	4.5
CBS	Google Reviews	44	4.9
Ceejay Autoworx	Google Reviews	40	5
Central Bodyshop Ltd	Google Reviews	95	5
Central Bodyworks	Google Reviews	17	4.6
Central Park Body Shop	Google Reviews	21	4.8
CF Motoring Services	Google Reviews	159	4.1
CF Motoring Services Newcastle	Google Reviews	112	4
CF Motoring Services Sunderland	Google Reviews	56	4.2
Charles Hurst Accident Repair Centre	Google Reviews	67	4.1
Cheadle Motor Body Builders & Repairers	Google Reviews	102	4.9

Chiltern Aston Centre Ltd (Bodyshop)	Google Reviews	78	4.9
ChipsAway - Andrew Darby	Google Reviews	4	3
ChipsAway Car Care	Google Reviews	40	4.6
ChipsAway Carcare (Stockport) Ltd	Google Reviews	84	4.9
Chris Spiteri & Son	Google Reviews	42	4.1
Classic Car Restorations Ltd	Google Reviews	7	4.3
Collision Repair Ltd	Google Reviews	7	3.6
Collision Repair Specialists Ltd	Google Reviews	61	4.8
Cooper Barnes Ltd	Google Reviews	40	4.9
Cotswold Panels	Google Reviews	5	4.8
Crawfords Accident Repair Centre	Google Reviews	50	4.8
CSC Automotive Ltd	Google Reviews	102	4.9
CSS Motors	Google Reviews	114	4.5
D & M Coachworks Ltd	Google Reviews	45	4.2
D Laughton Accident Repair Centre Ltd	Google Reviews	7	3.9
David Hayton Ltd	Google Reviews	152	4.5
Davidsons Accident Repair Centre	Google Reviews	4	4
DC Auto UK Ltd	Yell.com	6	4.3
Delete-A-Dent Ltd	Google Reviews	110	4.6
Dentec Hillington Ltd	Google Reviews	2	3
Dentec Hillington Ltd (Clyde Gateway East)	Google Reviews	130	4
Dents 8 (England) Ltd	Google Reviews	62	4.6
Dents UK Ltd	Google Reviews	132	4.6
Dentwork Glasgow Ltd	Google Reviews	31	5

Denver Body Repair Centre Ltd	Google Reviews	61	4.1
Derbyshire Bodyshop Services Ltd	Google Reviews	17	4.9
DJ Mackenzies Ltd	Google Reviews	57	4.5
Drive Vauxhall Hartlepool (Bodyshop)	Google Reviews	202	4.3
Drive Vauxhall Redcar (Bodyshop)	Google Reviews	178	4.1
Drive Vauxhall Stockton	Google Reviews	384	4.4
DTJ Autobody Repairs Ltd	Google Reviews	17	4.1
Duchy Car Body Repairs Ltd	Google Reviews	25	4.9
Dukes Motors Ltd	Google Reviews	33	4.9
Dunsdale Coachworks	Google Reviews	32	4.9
East Grinstead Crash Repairs Ltd	Google Reviews	30	4.7
Easy Paint Accident Repair Centre Ltd	Google Reviews	14	4.6
Edenbridge Accident Repair Centre	Google Reviews	29	4.3
Edwin J Bowman (Lincs) Ltd	Google Reviews	39	3.5
Elder & Paton (Perth) Ltd	Google Reviews	17	4.4
Enca Wheels Ltd	Google Reviews	24	4.3
Essex Autospray	Google Reviews	27	4.8
Evans Autobody Ltd	Google Reviews	85	5
Faseko Ltd	Google Reviews	45	4.1
Fastfix Pro Ltd	Google Reviews	30	5
Feakins Of Kettering Ltd	Google Reviews	52	4.6
Finishline (UK) Ltd (bodyshop)	Google Reviews	47	4.7
First National Vehicles Ltd			
Fix & Go Leeds	Google Reviews	14	4.6
Fix Auto Manchester East	Google Reviews	54	4.1

Fix Auto Mid Devon	Google Reviews	40	4.6
Fix Auto Portsmouth	Google Reviews	20	3.9
Forest Road Garage Ltd	Google Reviews	37	4.6
FR Pulleyn Wigginton Garage Ltd	Google Reviews	44	4.7
Frosts (Cars) Ltd (Bodyshop)	Google Reviews	168	4.6
Fylde Coast Accident Repair Centre Ltd	Google Reviews	381	4.7
Gardiner Motors	Google Reviews	58	4.3
Garforth Panelbeaters Ltd	Google Reviews	14	4.7
Gemini ARC	Google Reviews	53	4.2
Gemini ARC Bodmin	Google Reviews	42	4.6
Gemini ARC Bristol	Google Reviews	31	4.2
Gemini ARC Cannock	Google Reviews	29	4.1
Gemini ARC Chesterfield	top-rated.online	52	4.1
Gemini ARC Dudley	Google Reviews	28	3.6
Gemini ARC Leeds	Google Reviews	29	4.1
Gemini ARC Leicester	Google Reviews	50	4.4
Gemini ARC Macclesfield	Google Reviews	35	4.3
Gemini ARC Newport	Google Reviews	28	4
Gemini ARC Nottingham	Google Reviews	24	4.4
Gemini ARC Nuneaton	Google Reviews	34	3.9
Gemini ARC Redditch	Google Reviews	32	4.5
Gemini ARC Rotherham	Google Reviews	50	4.1
Gemini ARC Stourbridge	Google Reviews	7	3.4
Gemini ARC Taunton	Google Reviews	24	4.3

Gemini ARC Telford	Google Reviews	35	4.1
Gemini ARC Tewkesbury	Google Reviews	27	3.8
Gemini ARC Worcester	Google Reviews	53	4.2
Gemini ARC Yeovil	Google Reviews	30	4.1
Glovelord Group	Google Reviews	4	4
GM Clements Bodyshop	Google Reviews	31	4.8
Graham Richardson & Son Ltd	Google Reviews	136	4.8
Grange Moor Coachworks Ltd	Google Reviews	53	4.6
Greta Motor Body Works Ltd	Google Reviews	75	4.8
GS Plus Accident Repair Centre Ltd	Google Reviews	1	5
Harris Coachworks Ltd	Google Reviews	28	4.7
Hayes Vehicle Accident Repair (Veetec Motor Group)	Google Reviews	440	4.7
HB Panelcraft Ltd	Google Reviews	121	4.3
Hefin Jones Vehicle Body Repairs	Google Reviews	41	4.8
Hillarys Coachworks Ltd	Google Reviews	6	4
Holdcroft Group Body Centre (Bodyshop)	Google Reviews	14	4.7
Holland Park Autos (London) Ltd (Bodyshop)	Google Reviews	22	3.8
I M Accident Repair Centre Ltd	Google Reviews	67	4.9
IA Bodyshop Ltd	Google Reviews	90	4.9
Ideal Bodyworx	Google Reviews	39	4.9
Ingram Accident Repair Centre	Google Reviews	19	4.7
Irish Road Motors ARC	Google Reviews	39	4.6
Island Coachworks	Google Reviews	10	5

J & C Autos Bodyworks Ltd	Google Reviews	120	4.9
JA Biggs Engineering Ltd	Google Reviews	1	5
Jaggers Garage	Google Reviews	137	4.8
James Wood (Automotive Refinishers) Ltd	Google Reviews	31	4.8
John McGowan Auto Body Repair	Google Reviews	24	4.7
John Newman Bodyworks Ltd	Google Reviews	70	4.5
Jubilee Coachworks Ltd	Google Reviews	21	4.8
K & G Bodyshop	Google Reviews	24	4.7
Kelly Fleet Services Ltd	Google Reviews	16	4.1
Kerr Bros	Google Reviews	25	4.6
Kevin Ellis Pontefract Accident Repair Ltd	Google Reviews	27	4.7
Kraftwork Vehicle Refinishing	Google Reviews	34	4.9
LA Motors Ltd	Google Reviews	22	4.6
Larklands Accident Repair Centre	Google Reviews	103	4.9
LDS Motor Bodies Ltd	Google Reviews	41	4.7
Little Knocks Ltd	Google Reviews	64	4.6
Little Knocks Ltd (Wokingham)	Google Reviews	87	4.6
London Road Coachworks Ltd	Google Reviews	41	4.6
M & S Auto Services	Facebook	6	5
Maldon Carbody Ltd	Google Reviews	68	5
Manning & Boyce Accident Repairs Ltd	Google Reviews	12	4.7
Mark Allen Cars	Google Reviews	12	4.9
Master Cars (Birstall) Ltd	Google Reviews	105	4.4
MB (Hants) Ltd	Google Reviews	9	5
Monaghan Brothers	Google Reviews	145	4.7

Morrisons Motor Body Repairs	Google Reviews	29	4
Moto-Craft Ltd	Google Reviews	17	5
MotorAid Ltd (Bodyshop)	Google Reviews	174	4.3
Motorweld Ltd	Google Reviews	19	5
Motts Body Repair Ltd	Google Reviews	52	4.8
MP Brentford Ltd (Bodyshop)	Google Reviews	72	4.8
MRH Autos Ltd	Google Reviews	54	4.9
MT Autobody Repair	Google Reviews	72	5
MT Craftsman	Google Reviews	19	4.3
Musselburgh Wagon Company Ltd	Google Reviews	54	4.5
Newbridge Accident Repair Centre	Google Reviews	71	3.5
North Eastern 4x4 Ltd	Google Reviews	77	4.8
North Star Garage Ltd	Google Reviews	46	4.2
Owlsbury Accident Repair Centre	Google Reviews	15	4.5
P & H Body Repairs Ltd	Google Reviews	24	4.1
Paignton Body Repair Centre Ltd	Google Reviews	35	4.5
Panel Perfect Ltd	Google Reviews	10	4.9
Pauls Motor Body Repairs	Google Reviews	29	4.8
Pennings Milton Keynes	Google Reviews	81	4.4
Peter Teager Cars	Google Reviews	4	5
Phoenix Autobody Repairs Ltd	Google Reviews	39	4.4
Phoenix Enhancement Services	Google Reviews	76	4.2
PJ Geary Ltd	Google Reviews	40	4.1
Pleck Autobody Repairs	Google Reviews	26	3.6
Poole Accident Repair	Google Reviews	76	4.4

Premier Smart Solutions			
Prestige Quality Repair Centre Ltd	Google Reviews	48	3.7
Prices Garage	Google Reviews	37	4.7
Pye Motors Ltd Accident Repair Centre	Google Reviews	26	4.5
R & J Motors Ltd	Google Reviews	9	4.3
Rainbow Prestige	Google Reviews	30	3.2
Rainbow Reading	Google Reviews	96	4.6
Rainbow Slough	Google Reviews	9	2.3
Rainbow Xpress	Google Reviews	3	4.7
Ray Wilson Accident Repair Centre	Google Reviews	22	4.8
Refinish Centre	Google Reviews	5	5
Repair & Restore Body Shop (Goole) Ltd	Google Reviews	48	4.7
RPC	Facebook	1	5
RS Dawe	Google Reviews	16	4.6
RS Scuff N Buff Chelmsford	Google Reviews	80	4.9
Ryanluca Ltd	Google Reviews	85	4.8
Rye Street Group	Google Reviews	55	4
S De Gregorio Body Repair Centre	Google Reviews	22	4.8
Sandown Body Repairs	Yell.com	2	5
Sandown Coachworks (Hersham) Ltd	Google Reviews	67	4.5
Scuffbusters TW Ltd	Google Reviews	38	4.9
SE Ison & Sons	Google Reviews	32	4.7
SH Bodyworks	Google Reviews	49	4.9
Shreejee Motors (London)	Google Reviews	157	4.7
Smart Bodyshop Ltd	Google Reviews	34	4.2
Smithy Garage Ltd	Google Reviews	27	4.9
Spectrum Automotive	Google Reviews	14	4.4
Spray Shack Ltd	Google Reviews	39	4.9

SprayTech Auto Repairs Telford	Google Reviews	27	4.9
St Leonards Motors Ltd	Google Reviews	198	4.4
Station Coachworks Ltd	Google Reviews	30	4.6
Steer Automotive Group (Aylesbury)	Google Reviews	101	4.6
Storeys Accident Repair Centre Ltd	Google Reviews	24	4.9
Streamline Accident Repair Centre Ltd	Google Reviews	73	3.7
Sussex Coachworks	Google Reviews	16	4.8
SW Vehicle Body Repair	Google Reviews	35	5
Tameside Accident Repair Centre Ltd	Google Reviews	9	4.7
Tate Accident Repair Centre	Google Reviews	10	5
Thanet Accident Repair Centre	Google Reviews	11	4.5
The Body Shop Pershore (UK) Ltd	Google Reviews	22	5
The Underground Garage Ltd	Google Reviews	94	4.8
The Vella Group	Google Reviews	95	3.6
Thompson Accident Repair Centre	Google Reviews	73	4.8
Tony Williams Accident Repair Ltd	Google Reviews	5	5
Touch Ups (Glasgow) Ltd	Google Reviews	83	4.9
Turners Accident Repair Ltd	Google Reviews	88	3.8
TW Body Repairs	Google Reviews	15	5
Tyne Tees Vehicle Repair Group	Google Reviews	39	3.6
Upminster Panelcraft Ltd	Google Reviews	39	4.7
Vehicle Accident Repair Centre Ltd	Google Reviews	73	3.9
Vehicle Repair Specialists UK Ltd	Google Reviews	8	5

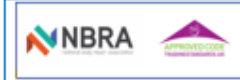


Vehicle Workshop	Google Reviews	17	4.7
Vella Repair Centre Preston	Google Reviews	63	3.9
Vella Repair Centre Southport	Google Reviews	24	3.6
Walshaw Motor Bodies	Google Reviews	13	4.7
Warley Car Clinic	Google Reviews	145	4.1
We Fix Any Car	Google Reviews	76	4
West End Motors (Bodmin) Ltd	Google Reviews	17	3.8
West Thurrock Coachworks Ltd	Google Reviews	11	4.6
Winsford Body Shop Ltd	Google Reviews	38	4.3
Wrights Accident Repair Centres Ltd	Google Reviews	103	3.4
Wrights Auto Body Repair Centre	Google Reviews	25	4.6
Yell4Repairs	Google Reviews	29	4.7
Zeus Accident Repair Ltd	Google Reviews	53	4.7
TOTAL		15297	4.5

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