



2022 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 2022 to 28 February 2023. 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 2022 to 28 February 2023 the number of cases referred to Conciliation was 1. This case came directly from the complainant, (customer).

Of these cases:

1 – Compromise Accepted

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 250 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 250 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: 247 CTSI Approved Members
Google Reviews: 235 Member Businesses
Facebook: 6 Member Businesses
Yell.com: 2 Member Businesses
Bookmygarage.com: 1 Member Business
Freeindex.co.uk: 1 Member Business
Uk.trustpilot.com: 1 Member Business
Autotrader.co.uk: 1 Member Business

Reviews Identified: 15900
Average Rating (out of 5 stars): 4.6

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 2022 to 28 February 2023, 176 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 176 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	52	4.2
A & D Accident Repair Centre Ltd	Google Reviews	32	4.7
A & E Vehicle Services Ltd	Google Reviews	23	4.7
A Thompson Motor Bodies Ltd	Google Reviews	48	4.2
A1 Car Body Repairs Ltd	Yell	64	5
Accident Repair Centre	Google Reviews	44	3.2
Accident Repairs Heathrow Ltd	Yell	8	5
Ace Bodyshop Scotland	Google Reviews	25	5
Ace Finish Ltd	Google Reviews	225	4.8
ADL Crash Repairs Ltd	Google Reviews	75	4.3
Advanced Auto Accident Repair	Google Reviews	203	4.9
Advanced Vehicle Technicians	Google Reviews	27	4.8
Agmors Coachworks Ltd	Google Reviews	81	4.7
Airport Accident Repair Centre	Google Reviews	17	4.4
AJ Tucker Ltd	Google Reviews	8	4.8
Al Shaw's Ltd	Google Reviews	54	4.8
Alan Reed Ltd	Google Reviews	78	4.9
Alexandra Accident Repair Centre	Google Reviews	67	5
Alpha Rapid Repair Ltd	Google Reviews	85	5
ARC Coachworks Ltd	Google Reviews	62	3.9
Ashgrove Motor Body Co	Google Reviews	39	3.5
Ashgrove Motor Body Co (Aberdeen) Ltd	Google Reviews	109	3.9
Auto Accident Repair Centre Ltd	https://bookmygarage.com	2	5
Auto Carmeleon Ltd	Google Reviews	28	4.9
Autocolour Ltd	Google Reviews	27	4.3
Autocraft Accident Repair Centre Ltd	Google Reviews	67	3.9
Automotive Repair Systems Ltd	Google Reviews	17	4.6
Autoprofile Ltd	Google Reviews	37	4.5
Autospray Cardiff Ltd	Google Reviews	60	4.7
Aylesford Body Repair Ltd	Google Reviews	52	4.8
B & K Accident Repair Centre Ltd	Google Reviews	29	4.4
BA Kelf Bodyworks Ltd	Google Reviews	50	4.6
Barretts of Canterbury	Google Reviews	36	4.7
Bigland Accident Repair Centre	Google Reviews	30	4.4

BJ Miles Accident Repair Specialists	Google Reviews	27	4.9
Body Perfect (North Wales) Ltd	Google Reviews	132	4.1
Bodycare Accident Repair Centre Ltd	Facebook	7	4.4
Bodyworx Dunmow Ltd	google Reviews	27	4.7
Boyer's Body Centre	google Reviews	63	4.9
Bradshaws Ltd	google Reviews	29	4.1
Braintree Motor Works	google Reviews	78	4.9
Brin Jones Ltd	google Reviews	60	4.7
Bristol ARC Central Ltd	google Reviews	30	4
Bristol ARC Ltd	google Reviews	355	4.6
Brunel Bodycraft	https://freeindex.co.uk	10	4.8
Bushey Hall Garage Ltd (Bodyshop)	Google Reviews	104	4.7
C & N Panelcraft Ltd	Google Reviews	5	5
C & P Panelcraft	Google Reviews	247	4.8
Cambridge Motor Repairs	Google Reviews	7	4.3
Car Accident Repair Centre Ltd	Google Reviews	10	4.6
Car Accident Repair Services Ltd	Facebook	25	5
Care & Repair Sevenoaks Ltd	Google Reviews	11	4.4
Cars & Colours	Google Reviews	116	4.8
Carsmetix Ltd	Facebook	11	4.6
CBS	Google Reviews	54	4.9
Ceejay Autoworx	Google Reviews	39	5
Central Bodyshop Ltd	Google Reviews	125	5
Central Park Body Shop	Facebook	16	5
CF Motoring Services	Google Reviews	319	4.3
CF Motoring Services Newcastle	Google Reviews	135	4.1
CF Motoring Services Sunderland	Google Reviews	77	4.1
Chiltern Aston Centre Ltd (Bodyshop)	Google Reviews	126	5
ChipsAway - Andrew Darby	Google Reviews		
ChipsAway Car Care	Google Reviews		
ChipsAway Carcare (Stockport) Ltd	Google Reviews	95	4.9
Chris Spiteri & Son	Google Reviews	48	4.1
Classic Car Restorations Ltd	Google Reviews	8	4.4
Collision Repair Ltd	Google Reviews	22	4.2
Collision Repair Specialists Ltd	Google Reviews	68	4.9
Cooper Barnes Ltd	https://uk.trustpilot.com	10	4.1
Crawfords Accident Repair Centre	Google Reviews	58	4.8
CSC Automotive Ltd	Google Reviews	136	4.9
CSS Motors	Google Reviews	118	4.4
D & M Coachworks Ltd	Google Reviews	48	4.1
D Laughton Accident Repair Centre Ltd	Google Reviews	7	3.3
Davidsons Accident Repair Centre	Google Reviews	8	4.3

Delete-A-Dent Ltd	Google Reviews	137	4.6
Dentec Hillington Ltd	Google Reviews	3	3.7
Dentec Hillington Ltd (Clyde Gateway East)	Google Reviews	141	3.8
Dents 8 (England) Ltd	Google Reviews	70	4.7
Dents UK Ltd	Google Reviews	143	4.7
Denver Body Repair Centre Ltd	Google Reviews	65	4
Derbyshire Bodyshop Services Ltd	Google Reviews	24	4.9
DJ Mackenzies Ltd	Google Reviews	77	4.6
Drive Vauxhall Hartlepool (Bodyshop)	Google Reviews	252	4.3
Drive Vauxhall Redcar (Bodyshop)	Google Reviews	238	4.2
Drive Vauxhall Stockton	https://autotrader.co.uk	532	4.7
DTJ Autobody Repairs Ltd	Google Reviews	22	4
Duchy Car Body Repairs Ltd	Google Reviews	39	4.8
Dukes Motors Ltd	Google Reviews	43	4.7
Dunsdale Coachworks	Google Reviews	40	5
Easy Paint Accident Repair Centre Ltd	Google Reviews	9	4.6
Edenbridge Accident Repair Centre	Google Reviews	38	4.3
Edwin J Bowman (Lincs) Ltd	Google Reviews	48	3.5
Elder & Paton (Perth) Ltd	Google Reviews	137	4.3
Essex Autospray	Google Reviews	30	4.8
Evans Autobody Ltd	Google Reviews	110	5
Feakins Of Kettering Ltd	Google Reviews	60	4.6
Finishline (UK) Ltd (bodyshop)	Google Reviews	65	4.8
Fix & Go Leeds	Google Reviews	15	4.4
Fix Auto Manchester East	Google Reviews	63	4
Fix Auto Mid Devon	Google Reviews	45	4.6
Fix Auto Portsmouth	Google Reviews	24	3.6
Forest Road Garage Ltd	Google Reviews	47	4.6
FR Pulleyn Wigginton Garage Ltd	Google Reviews	55	4.5
Frosts (Cars) Ltd (Bodyshop)	Google Reviews	202	4.7
Fylde Coast Accident Repair Centre Ltd	Google Reviews	497	4.7
Gardiner Motors	Google Reviews	66	4.4
Garforth Panelbeaters Ltd	Google Reviews	15	4.7
Gemini ARC	Google Reviews	9	4.1
Gemini ARC Bodmin	Google Reviews	48	4.6
Gemini ARC Bristol	Google Reviews	37	4.4
Gemini ARC Cannock	Google Reviews	36	3.9
Gemini ARC Chesterfield	Google Reviews	3	3.7
Gemini ARC Dudley	Google Reviews	41	3.9
Gemini ARC Leeds	Google Reviews	34	4
Gemini ARC Leicester	Google Reviews	57	4.5
Gemini ARC Macclesfield	Google Reviews	43	4.3

Gemini ARC Newport	Google Reviews	32	4.1
Gemini ARC Nottingham	Google Reviews	31	4.5
Gemini ARC Nuneaton	Google Reviews	41	4.1
Gemini ARC Redditch	Google Reviews	34	4.4
Gemini ARC Rotherham	Google Reviews	59	4.2
Gemini ARC Stourbridge	Google Reviews	12	4.1
Gemini ARC Taunton	Google Reviews	29	4.3
Gemini ARC Telford	Google Reviews	42	4
Gemini ARC Tewkesbury	Google Reviews	27	3.9
Gemini ARC Worcester	Google Reviews	61	4.2
Gemini ARC Yeovil	Google Reviews	34	4.1
GM Clements Bodyshop	Google Reviews	39	4.8
Graham Richardson & Son Ltd	Google Reviews	147	4.8
Grange Moor Coachworks Ltd	Google Reviews	65	4.6
Greta Motor Body Works Ltd	Google Reviews	95	4.7
GS Plus Accident Repair Centre Ltd	Google Reviews	2	5
Harris Coachworks Ltd	Google Reviews	29	4.7
Hayes Vehicle Accident Repair (Veetec Motor Group)	Google Reviews	509	4.7
HB Panelcraft Ltd	Google Reviews	145	4.4
Hefin Jones Vehicle Body Repairs	Google Reviews	52	4.8
Hillarys Coachworks Ltd	Google Reviews	10	4.4
Holland Park Autos (London) Ltd (Bodyshop)	Google Reviews	28	4
IA Bodyshop Ltd	Google Reviews	201	5
Ideal Bodyworx	Google Reviews	45	4.9
Ingram Accident Repair Centre	Google Reviews	20	4.8
Innovation Stockley Ltd	Google Reviews	12	4.5
Irish Road Motors ARC	Google Reviews	44	4.6
J & C Autos Bodyworks Ltd	Google Reviews	172	4.9
JA Biggs Engineering Ltd	Google Reviews	2	3
Jaggers Garage	Google Reviews	161	4.8
James Wood (Automotive Refinishers) Ltd	Google Reviews	37	4.8
John Newman Bodyworks Ltd	Google Reviews	68	4.5
Jubilee Coachworks Ltd	Google Reviews	35	4.9
Kelly Fleet Services Ltd	Google Reviews	17	4.1
Kerr Bros	Google Reviews	30	4.7
Kevin Ellis Pontefract Accident Repair Ltd	Google Reviews	27	4.7
Kraftwork Vehicle Refinishing	Google Reviews	47	4.9
LA Motors Ltd	Google Reviews	222	4.8
LDS Motor Bodies Ltd	Google Reviews	42	4.7
Little Knocks Ltd	Google Reviews	114	4.6
Little Knocks Ltd (Wokingham)	Google Reviews	114	4.6



London Road Coachworks Ltd	Google Reviews	49	4.6
Lushington Hill Bodyshop	Google Reviews	8	4.9
M & S Auto Services	Facebook	6	5
Maldon Accident Repair Centre Ltd	Google Reviews	75	4.9
Manning & Boyce Accident Repairs Ltd	Google Reviews	17	5
Mark Allen Cars	Google Reviews	18	4.9
Master Cars (Birstall) Ltd	Google Reviews	125	4.5
MB (Hants) Ltd	Google Reviews	13	4.7
Morrisons Motor Body Repairs	Google Reviews	35	3.8
Moto-Craft Ltd	Google Reviews	19	4.8
MotorAid Ltd (Bodyshop)	Google Reviews	229	4.3
Motorweld Ltd	Google Reviews	21	5
Motts Body Repair Ltd	Google Reviews	94	4.8
MP Brentford Ltd (Bodyshop)	Google Reviews	93	4.7
MRH Autos Ltd	Google Reviews	63	4.9
MT Autobody Repair	Google Reviews	97	4.9
Musselburgh Wagon Company Ltd	Google Reviews	60	4.5
Na-Voitires Body Repairs LTD	Google Reviews	26	4.6
Newbridge Accident Repair Centre	Google Reviews	68	3.3
North Eastern 4x4 Ltd	Google Reviews	92	4.9
North Star Garage Ltd	Google Reviews	52	4.4
Owsbury Accident Repair Centre	Google Reviews	18	4.6
P & H Body Repairs Ltd	Google Reviews	31	4.4
Paignton Body Repair Centre Ltd	Google Reviews	46	4.7
Pauls Motor Body Repairs	Google Reviews	35	4.6
Pennings Milton Keynes	Google Reviews	97	4.6
Peter Teager Cars	Google Reviews	5	5
Phoenix Autobody Repairs Ltd	Google Reviews	44	4.5
Phoenix Enhancement Services	Google Reviews	93	4.2
PJ Geary Ltd	Google Reviews	54	4.3
Premier Smart Solutions	Google Reviews	4	4
Prestige Quality Repair Centre Ltd	Google Reviews	63	3.2
Pye Motors Ltd Accident Repair Centre	Google Reviews	34	4.2
R & J Motors Ltd	Google Reviews	19	4.7
Ray Wilson Accident Repair Centre	Google Reviews	29	4.7
Repair & Restore Body Shop (Goole) Ltd	Google Reviews	58	4.7
Repair Smart	Google Reviews	65	4.9
RS Dawe	Google Reviews	14	4.9
RS Scuff N Buff Chelmsford	Google Reviews	90	4.9
Ryanluca Ltd	Google Reviews	97	4.8
Rye Street Group	Google Reviews	67	3.8
S De Gregorio Body Repair Centre	Google Reviews	27	4.8



Sandown Coachworks (Hersham) Ltd	Google Reviews	83	4.4
Scuffbusters TW Ltd	Google Reviews	4	4
SE Ison & Sons	Google Reviews	36	4.7
SH Bodyworks	Google Reviews	57	4.9
Shreejee Motors (London)	Google Reviews	170	4.7
Smart Bodyshop Ltd	Google Reviews	13	5
Smithy Garage Ltd	Facebook	11	5
Spectrum Automotive	Google Reviews	20	4.4
Spray Shack Ltd	Google Reviews	37	4.9
SprayTech Auto Repairs Telford	Google Reviews	36	4.9
St Leonards Motors Ltd	Google Reviews	43	4.5
Station Coachworks Ltd	Google Reviews	32	4.6
Steer Aylesbury	Google Reviews	116	4.7
Steer Prestige Slough	Google Reviews	42	3.5
Steer Reading	Google Reviews	110	4.6
Steer Sleaford	Google Reviews	6	3.8
Steer Slough	Google Reviews	21	4.2
Storeys Accident Repair Centre Ltd	Google Reviews	29	4.9
Streamline Accident Repair Centre Ltd	Google Reviews	8	3.9
Sussex Coachworks	Google Reviews	19	4.8
SW Vehicle Body Repair	Google Reviews	20	5
Tameside Accident Repair Centre Ltd	Google Reviews	14	4.8
Tate Accident Repair Centre	Google Reviews	16	4.9
Thanet Accident Repair Centre	Google Reviews	12	4.5
The Body Shop Pershore (UK) Ltd	Google Reviews	26	4.9
The Underground Garage Ltd	Google Reviews	101	4.8
The Vella Group	Google Reviews	116	3.5
Thompson Accident Repair Centre	Google Reviews	86	4.8
Turners Accident Repair Ltd	Google Reviews	101	3.6
TW Body Repairs	Google Reviews	17	5
Upminster Panelcraft Ltd	Google Reviews	45	4.7
Vehicle Accident Repair Centre Ltd	Google Reviews	78	3.9
Vehicle Repair Specialists UK Ltd	Google Reviews	32	4.4
Vehicle Workshop	Google Reviews	19	4.7
Vella Repair Centre Preston	Google Reviews	84	3.9
Vella Repair Centre Southport	Google Reviews	31	3.6
Walshaw Motor Bodies	Google Reviews	14	4.7
Warley Car Clinic	Google Reviews	174	4.2
We Fix Any Car	Google Reviews	117	4.1
West End Motors (Bodmin) Ltd	Google Reviews	23	3.8
West Thurrock Coachworks Ltd	Google Reviews	13	4.6
Winsford Body Shop Ltd	Google Reviews	42	4.1



Wrights Accident Repair Centres Ltd	Google Reviews	114	3.5
Wrights Auto Body Repair Centre	Google Reviews	32	4.5
Yell4Repairs	Google Reviews	35	4.8
Zeus Accident Repair Ltd	Google Reviews	70	4.4

APPENDIX B

MEMBER NO:

CTSI COP AUDIT

Remote Audit Site Audit



COMPANY NAME



CODE REF	TOPIC (FOR FULL COMPLIANCE DETAILS REFER TO THE NBRA CONSUMER CODE)	COMPLIANT ON INSPECTION ENTER X	NON COMPLIANT ON INSPECTION ENTER X	CORRECTED ON INSPECTION ENTER X	ACTION REQ & DATE
1 2	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?				
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) ARE CUSTOMER SATISFACTION PROTOCOLS IN USE, AND IS A SUMMARY KEPT OF TRENDS AND RESULTS? (D) HOW IS CUSTOMER SATISFACTION MEASURED AND RECORDED? WEBSITE, GOOGLE, INSURANCE CO ETC, PLEASE CONFIRM: INSURER, GOOGLE REVIEWS				
16	THE CONCILIATION & ARBITRATION PROCESS: IS MANAGEMENT AWARE OF THE PROCEDURE TO FOLLOW IF A CUSTOMER WISHES TO APPLY FOR CONCILIATION & ARBITRATION?				
17	ADVERTISING: DOES THE MANAGEMENT REVIEW ADVERTISING TO ENSURE IT COMPLIES WITH THE SPIRIT OF THE CODE?				
18 19	THE NBRA MEMBER: 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 ENFORCEMENT ON FAILURE TO ABIDE BY THIS CODE?				

REF NO ACTION AND DATE(S) REQUIRED FOR COMPLIANCE

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	SIGNATURE	DATE	