



2024 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 2024 to 28 February 2025. 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. At the date of publishing the NBRA website is currently being redesigned, so the code of practice is currently only available on request through our membership helpline, 0207 291 9750 or through email bodyshops@rmif.co.uk.

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 will be available on the newly designed website www.nbra.org.uk. Until the new website is launched, the code of practice is currently only available on request through our helpline, 0207 291 9750 or through email bodyshops@rmif.co.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 2024 to 28 February 2025 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 249 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 249 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.
- 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: 249 CTSI Approved Members

Google Reviews: 245 Member Businesses

Facebook: 1 Member Businesses

Yell.com: 1 Member Businesses

Freeindex.co.uk: 1 Member Business

Internal Customer Satisfaction Notes: 2 Member Business

Reviews Identified: 24,165

Average Rating (out of 5 stars): 4.6

It is worth noting that there is an increase of 6200 reviews for the period 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 2024 to 28 February 2025 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 2024 to 28 February 2025, 109 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 109 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	67	4.1
A & D Accident Repair Centre Ltd	Google Reviews	95	4.9
A & E Vehicle Services Ltd	Google Reviews	31	4.8
A Thompson Motor Bodies Ltd	Google Reviews	62	4
A1 Car Body Repairs Ltd	Google Reviews	10	4.2
ABZ Autoworks	Google Reviews	6	5
Accident Repair Centre	Google Reviews	65	3.3
Accident Repairs Heathrow Ltd	Yell.com	8	5
Ace Bodyshop Scotland	Google Reviews	47	4.9
Ace Finish Ltd	Google Reviews	337	4.8
ADL Crash Repairs Ltd	Google Reviews	123	4.4
Advanced Auto Accident Repair	Google Reviews	286	4.9
Advanced Vehicle Technicians	Google Reviews	35	4.6
Agmors Coachworks Ltd	Google Reviews	129	4.7
Al Shaw's Ltd	Google Reviews	79	4.8
Alan Reed Ltd	Google Reviews	113	4.8
Alexandra Accident Repair Centre	Google Reviews	118	5
Alpha Rapid Repair Ltd	Google Reviews	125	5
ARC Bristol Central	Google Reviews	36	4.1
ARC Coachworks Ltd	Google Reviews	68	4.1
ASAP Crash Repair Centre	Google Reviews	10	5

Ashgrove Motor Body Co	Google Reviews	84	4
Ashgrove Motor Body Co (Aberdeen) Ltd	Google Reviews	127	3.8
Auto Accident Repair Centre Ltd	Google Reviews	80	4.7
Auto Carmeleon Ltd	Google Reviews	34	4.9
Autobody Technic	Google Reviews	58	4.1
Autocolour Ltd	Google Reviews	38	4.3
Automotive Repair Systems Ltd	Google Reviews	238	4.6
Autoprofile Ltd	Google Reviews	56	4.7
Autospray Cardiff Ltd	Google Reviews	85	4.9
Aylesford Body Repair Ltd	Google Reviews	72	4.9
B & K Accident Repair Centre Ltd	Google Reviews	44	4.7
BA Kelf Bodyworks Ltd	Google Reviews	56	4.5
Baddon Motorbody	Internal	Pending	Pending
Barretts of Canterbury	Google Reviews	45	4.7
Bigland Accident Repair Centre	Google Reviews	42	4.2
BJ Miles Accident Repair Specialists	Google Reviews	38	4.9
Body Perfect (North Wales) Ltd	Google Reviews	160	4.1
Bodycare Accident Repair Centre Ltd	Google Reviews	96	4.7
Bodyworx Dunmow Ltd	Google Reviews	32	4.7
Bodyworx North West	Google Reviews	89	4.8
Bosch Reading Automotive Engineers	Google Reviews	76	3.8
Boyer's Body Centre	Google Reviews	82	4.9
Bradshaws Ltd	Google Reviews	36	4.3

Braintree Motor Works	Google Reviews	87	4.9
Brin Jones Ltd	Google Reviews	85	4.6
Brunel Bodycraft	freeindex.co.uk	10	4.8
Bushey Hall Garage Ltd (Bodyshop)	Google Reviews	118	4.7
C & P Panelcraft	Google Reviews	397	4.9
Car Accident Repair Centre Ltd	Google Reviews	22	4.1
Car Accident Repair Services Ltd	Google Reviews	56	4.9
Care & Repair Sevenoaks Ltd	Google Reviews	12	5
Cars & Colours	Google Reviews	223	4.8
Carsmetix Ltd (Fix Auto Pershore)	Google Reviews	31	4.2
CBS	Google Reviews	75	4.9
Ceejay Autoworx	Google Reviews	53	5
Central Bodyshop Ltd	Google Reviews	161	5
Central Park Body Shop	Google Reviews	46	4.8
Cheadle Motor Body Builders & Repairers	Google Reviews	172	4.9
Chichester Car Care Centre Ltd (ChipsAway Chichester)	Google Reviews	95	4.8
Chiltern Aston Centre Ltd (Bodyshop)	Google Reviews	216	5
ChipsAway - Andrew Darby	Google Reviews	52	4.5
ChipsAway Car Care	Google Reviews	65	4.7
ChipsAway Carcare (Stockport) Ltd	Google Reviews	122	4.9
Chris Spiteri & Son Limited	Google Reviews	78	4
Classic Car Restorations Ltd	Google Reviews	9	4.4
Collision Repair Specialists Ltd	Google Reviews	91	4.9



Cooper Barnes Ltd	Google Reviews	92	4.8
Crawfords Accident Repair Centre	Google Reviews	85	4.8
CSC Automotive Ltd	Google Reviews	178	4.8
CSS Motors	Google Reviews	151	4.3
Custom Coachworks Accident Repair Centres	Google Reviews	16	4.8
D & M Coachworks Ltd	Google Reviews	77	4.4
D Loughton Accident Repair Centre Ltd	Google Reviews	9	3.7
Delete-A-Dent Ltd	Google Reviews	178	4.8
Dentec Hillington Ltd	Google Reviews	11	4.2
Dentec Hillington Ltd (Clyde Gateway East)	Google Reviews	172	3.7
Denver Body Repair Centre Ltd	Google Reviews	32	4.5
Derbyshire Bodyshop Services Ltd	Google Reviews	54	4.9
DJ Mackenzies Ltd	Google Reviews	94	4.6
Drive Vauxhall Hartlepool (Bodyshop)	Google Reviews	446	4.5
Drive Vauxhall Redcar (Bodyshop)	Google Reviews	418	4.5
Drive Vauxhall Stockton	Google Reviews	716	4.5
DTJ Autobody Repairs Ltd	Google Reviews	29	3.9
Duchy Car Body Repairs Ltd	Google Reviews	68	4.8
Dukes Motors Ltd	Google Reviews	58	4.7
Easy Paint Accident Repair Centre Ltd	facebook.com	10	4.6
Edenbridge Accident Repair Centre	Google Reviews	44	4.4
Edwin J Bowman (Lincs) Ltd	Google Reviews	73	3.8
Elder & Paton (Perth) Ltd	Google Reviews	175	4.4



Essex Autospray	Google Reviews	36	4.7
Evans Autobody Ltd	Google Reviews	230	5
Feakins Of Kettering Ltd	Google Reviews	78	4.5
Fix & Go Leeds	Google Reviews	98	4.9
Fix Auto Manchester East (bodyshop)	Google Reviews	79	4
Fix Auto Mid Devon	Google Reviews	52	4.5
Fix Auto Peterborough	Google Reviews	10	3.8
Fix Auto Portsmouth	Google Reviews	29	3.7
Forest Vehicle Body Repair Specialists Ltd	Google Reviews	172	5
Frosts (Cars) Ltd (Bodyshop)	Google Reviews	325	4.7
Fylde Coast Accident Repair Centre Ltd	Google Reviews	896	4.8
Gardiner Motors (bodyshop)	Google Reviews	83	4.3
Gemini ARC	Google Reviews	11	4
Gemini ARC Bodmin	Google Reviews	57	4.6
Gemini ARC Bristol	Google Reviews	44	4.5
Gemini ARC Cannock	Google Reviews	47	3.9
Gemini ARC Chesterfield	Google Reviews	31	4.8
Gemini ARC Dudley	Google Reviews	54	4.1
Gemini ARC Leeds	Google Reviews	52	4
Gemini ARC Leicester	Google Reviews	69	4.4
Gemini ARC Macclesfield	Google Reviews	70	4.6
Gemini ARC Newport	Google Reviews	40	4.2
Gemini ARC Nottingham	Google Reviews	43	4.5



Gemini ARC Nuneaton	Google Reviews	50	4.2
Gemini ARC Redditch	Google Reviews	45	4.3
Gemini ARC Rotherham	Google Reviews	72	4.3
Gemini ARC Stourbridge	Google Reviews	20	4.5
Gemini ARC Taunton	Google Reviews	39	4.5
Gemini ARC Telford	Google Reviews	54	4
Gemini ARC Tewkesbury	Google Reviews	35	4
Gemini ARC Worcester	Google Reviews	69	4.2
Gemini ARC Yeovil	Google Reviews	43	4.1
Glyn Evans Autoclinic Ltd	Google Reviews	46	4.9
GM Clements Bodyshop	Google Reviews	50	4.9
Graham Richardson & Son Ltd	Google Reviews	195	4.8
Greta Motor Body Works Ltd	Google Reviews	131	4.8
GS Plus Accident Repair Centre Ltd	Google Reviews	8	5
Harris Coachworks Ltd	Google Reviews	49	4.8
HB Panelcraft Ltd	Google Reviews	175	4.4
Hefin Jones Vehicle Body Repairs	Google Reviews	84	4.9
Hillarys Coachworks Ltd	Google Reviews	13	4.5
Holland Park Autos (London) Ltd (Bodyshop)	Google Reviews	40	4.2
Ideal Bodyworx	Google Reviews	66	4.8
Ingram Accident Repair Centre	Google Reviews	28	4.5
Innovation Stockley Ltd	Google Reviews	28	4.6
Irish Road Motors ARC	Google Reviews	50	4.4



J & C Autos Bodyworks Ltd	Google Reviews	252	5
JA Biggs Engineering Ltd	Google Reviews	7	4.3
Jaggers Garage	Google Reviews	194	4.8
James Wood (Automotive Refinishers) Ltd	Google Reviews	54	4.9
Jayam's Automobile	Google Reviews	58	4.7
John Newman Bodyworks Ltd	Google Reviews	88	4.6
Jubilee Coachworks Ltd	Google Reviews	54	4.9
Kelly Fleet Services Ltd	Google Reviews	20	4
Kent Smart Repairs	Google Reviews	139	4.9
Kevin Ellis Pontefract Accident Repair Ltd	Google Reviews	36	4.8
Kraftwork Vehicle Refinishing	Google Reviews	60	5
LA Motors Ltd	Google Reviews	24	4.4
LDS Motor Bodies Ltd	Google Reviews	46	4.6
Little Knocks Ltd	Google Reviews	96	4.6
Little Knocks Ltd (Wokingham)	Google Reviews	153	4.7
London Road Coachworks Ltd	Google Reviews	66	4.8
LSJ Car Body Repair Specialist Ltd	Google Reviews	58	5
Lushington Hill Bodyshop	Google Reviews	11	4.9
Maldon Accident Repair Centre Ltd	Google Reviews	102	4.8
Mark Allen Cars	Google Reviews	26	5
Master Cars (Birstall) Ltd	Google Reviews	184	4.5
MB (Hants) Ltd	Google Reviews	18	4.8
Moto-Craft Ltd	Google Reviews	31	4.7



Motorweld Ltd	Google Reviews	26	5
Motts Body Repair Ltd	Google Reviews	136	4.9
MP Brentford Ltd (Bodyshop)	Google Reviews	119	4.7
MRH Autos Ltd	Google Reviews	22	5
MT Autobody Repair	Google Reviews	131	4.9
NA-Voitures Body Repairs Ltd	Google Reviews	40	4.8
Newbridge Accident Repair Centre	Google Reviews	125	3.7
North Eastern 4x4 Ltd	Google Reviews	117	4.8
North Star Garage Ltd	Google Reviews	65	4.4
Owlsbury Accident Repair Centre	Google Reviews	21	4.7
P & H Body Repairs Ltd	Google Reviews	38	4.7
P J Automotive Limited (NBRA)	Google Reviews	52	4.6
Paignton Body Repair Centre Ltd	Google Reviews	66	4.6
Pauls Motor Body Repairs	Google Reviews	42	4.6
Pennings Milton Keynes	Google Reviews	153	4.4
Phoenix Autobody Repairs Ltd	Google Reviews	62	4.5
Phoenix Enhancement Services	Google Reviews	118	4.2
PJ Geary Ltd (ChipsAway Ipswich)	Google Reviews	86	4.5
PK Motors Accident Repair Centre Ltd	Google Reviews	84	4.5
Prices Garage	Google Reviews	53	4.6
Projex-1 Accident Repair Centre (NBRA)	Internal	Pending	Pending
Pye Motors Ltd Accident Repair Centre	Google Reviews	39	4.2
R & J Motors Ltd	Google Reviews	33	4.8



Ray Wilson Accident Repair Centre	Google Reviews	47	4.7
Repair & Restore Body Shop (Goole) Ltd	Google Reviews	98	4.8
Repair Smart	Google Reviews	96	4.9
RS Scuff N Buff Chelmsford	Google Reviews	121	4.9
Ryan Lythe Auto Body Repairs Ltd	Google Reviews	115	4.9
S De Gregorio Body Repair Centre	Google Reviews	33	4.8
Sandown Coachworks (Hersham) Ltd	Google Reviews	210	4.6
Saxon Accident Repair Group	Google Reviews	233	4.9
SE Ison & Sons	Google Reviews	44	4.7
SH Bodyworks	Google Reviews	101	5
Shreejee Motors (London)	Google Reviews	183	4.7
Smart Bodyshop Ltd T/A Fix Auto Basingstoke	Google Reviews	62	4.2
Southside Accident Repair Centre	Google Reviews	244	4.5
Spectrum Automotive	Google Reviews	41	4.6
Spray Shack Ltd	Google Reviews	46	4.8
Spraysmart Refinishing	Google Reviews	29	4.8
SprayTech Auto Repairs Telford	Google Reviews	64	5
St Leonards Motors Ltd	Google Reviews	62	4.5
Station Coachworks Ltd	Google Reviews	34	4.6
Steel City Wheels Limited	Google Reviews	42	5
Steer Automotive Group Cheltenham	Google Reviews	166	4.6
Steer Aylesbury	Google Reviews	177	4.7
Steer Basingstoke	Google Reviews	236	4.5

Steer Bexhill	Google Reviews	190	4.7
Steer Bournemouth	Google Reviews	87	4.4
Steer Dover	Google Reviews	131	4.7
Steer Horsham	Google Reviews	109	4.5
Steer Prestige Sleaford	Google Reviews	69	4.7
Steer Prestige Slough	Google Reviews	118	4.3
Steer Reading	Google Reviews	198	4.7
Steer Salisbury	Google Reviews	79	4.7
Steer Sittingbourne	Google Reviews	121	4.8
Steer Slough	Google Reviews	143	4.6
Steer Swindon	Google Reviews	78	4.8
Steer Westbury	Google Reviews	198	4.9
Steer Yeovil	Google Reviews	142	4.3
Storeys Accident Repair Centre Ltd	Google Reviews	49	4.9
Streamline Accident Repair Centre Ltd	Google Reviews	264	4.6
Sussex Coachworks	Google Reviews	20	4.9
Sutton Car Repairs	Google Reviews	163	4.1
SW Vehicle Body Repair	Google Reviews	64	5
Tameside Accident Repair Centre Ltd	Google Reviews	15	4.8
Tate Accident Repair Centre	Google Reviews	19	4.9
The Body Shop Pershore (UK) Ltd	Google Reviews	40	4.9
The Repair Group NW Ltd	Google Reviews	15	5
The Underground Garage Ltd	Google Reviews	114	4.8

The Vella Group Preston	Google Reviews	113	3.7
The Vella Group Skelmersdale	Google Reviews	153	3.4
The Vella Group Southport	Google Reviews	46	3.7
Thompson Accident Repair Centre	Google Reviews	107	4.7
Total Body Repairs Limited	Google Reviews	48	3.8
Total Motor Care Ltd	Google Reviews	86	4.6
Turners Accident Repair Ltd	Google Reviews	221	4.2
Upminster Panelcraft Ltd	Google Reviews	58	4.5
Vehicle Accident Repair Centre Ltd	Google Reviews	87	4
Vehicle Repair Specialists UK Ltd	Google Reviews	207	4.7
Vehicle Workshop	Google Reviews	22	4.8
Verralls Vehicle Accident Repair T/A Fix Auto Worthing	Google Reviews	23	4.9
Warley Car Clinic	Google Reviews	247	4.3
We Fix Any Car	Google Reviews	164	4.3
West End Motors	Google Reviews	357	4.5
West Thurrock Coachworks Ltd	Google Reviews	15	4.9
Wrights Accident Repair Centres Ltd	Google Reviews	186	3.7
Wrights Auto Body Repair Centre	Google Reviews	43	4.6
Yell4Repairs	Google Reviews	40	4.8
York Ward & Rowlatt	Google Reviews	572	4.4
Zeus Accident Repair Ltd	Google Reviews	79	4.2

APPENDIX B

NBRA CTSI CODE OF PRACTICE AUDIT



REMOTE	
ONSITE	
NEW AUDIT	
RE-AUDIT	

COMPANY NAME	
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CODE REF	TOPIC (FOR FULL COMPLIANCE DETAILS REFER TO THE NBRA CONSUMER CODE)	COMPLIANT ON INSPECTION Y/N	NON COMPLIANT ON INSPECTION ENTER X	CORRECTED ON INSPECTION Y/N	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 BE REQUIRED? AND WHAT PARTS ARE TO BE USED? (I.E. ORIGINAL OR NON-ORIGINAL) DISPLACED PARTS: IS THE "PAYING" CUSTOMER MADE AWARE THEY CAN INSPECT AND/OR COLLECT DISPLACED PARTS?				
6					
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/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					
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	THE NBRA MEMBERSHIP: 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?				

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	