



2025 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 2025 to 28 February 2026. 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 available on the newly designed website www.nbra.org.uk. We are still considering introducing a consumer page on the NBRA website which will host the code of practice and include useful information for customers of body repairers.

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 2025 to 28 February 2026 the number of cases referred to Conciliation was 2.

Of these 2 cases, one is ongoing and the second was withdrawn by the customer.

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. 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: 248 CTSI Approved Members
Google Reviews: 245 Member Businesses
Facebook: 1 Member Businesses
Freeindex.co.uk: 1 Member Business
Internal Customer Satisfaction Notes: 1 Member Business

Reviews Identified: 24,165
Average Rating (out of 5 stars): 4.6

It is worth noting that there is an increase of 3431 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. A combination of on-site and remote audits are undertaken and highlighted on the audit form. 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, 148 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 of Practice is always 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 148 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	Postcode	Review Source	Review Count	Star Rating
23 Automotive Limited	NN189EZ	Google Reviews	73	4.5
4 Rings Motors	SL30BS	Google Reviews	73	4.2
A & D Accident Repair Centre Ltd	WF149DQ	Google Reviews	141	4.9
A & E Vehicle Services Ltd	HP84AB	Google Reviews	33	4.8
A Thompson Motor Bodies Ltd	B692AS	Google Reviews	69	4
A1 Car Body Repairs Ltd	G38HZ	Google Reviews	20	4.5
ABZ Autoworks	AB123HB	Google Reviews	100	4.9
Accident Repair Centre	SG61EX	Google Reviews	76	3.5
Accident Repairs Heathrow Ltd	UB77RR	Google Reviews	35	5

Ace Bodyshop Scotland	G334ED	Google Reviews	49	4.9
ADL Crash Repairs Ltd	HA40EJ	Google Reviews	137	4.5
Advanced Auto Accident Repair	B448NH	Google Reviews	345	4.9
Advanced Vehicle Technicians	M188EZ	Google Reviews	39	4.7
Agmors Coachworks Ltd	G140QQ	Google Reviews	32	4.5
Al Shaw's Ltd	MK11ED	Google Reviews	87	4.8
Alan Reed Ltd	DL41QB	Google Reviews	149	4.9
Alan Reed Peterlee	SR82RS	Google Reviews	20	5
Alexandra Accident Repair Centre	SG51RB	Google Reviews	166	5
All About Cars Ltd	B650LJ	Google Reviews	178	4.4
Alpha Rapid Repair Ltd	TN240FL	Google Reviews	158	5
Angus Mackinnon Bodyshop Vehicle Repairs	ST148AL	Google Reviews	182	5
ARC Coachworks Ltd	TW197AY	Google Reviews	74	4.1
Ashgrove Motor Body Co	IV301UU	Google Reviews	50	4
Ashgrove Motor Body Co (Aberdeen) Ltd	AB219NP	Google Reviews	130	3.7
Auto Accident Repair Centre Ltd	TW46BH	Google Reviews	95	4.7
Auto Carmeleon Ltd	BN85RR	Google Reviews	35	4.9
Auto Spray (Darwen) Ltd	BB33DL	Google Reviews	62	4.8
Autobody Technic	SL37EW	Google Reviews	84	4.4
Autocolour Ltd	SN47SP	Google Reviews	44	4.4
Automotive Repair Systems Ltd	BR67GZ	Google Reviews	258	4.6
Autoprofile Ltd	LU63DH	Google Reviews	69	4.7
Autospray Cardiff Ltd	CF642EE	Google Reviews	94	4.9
Autospray Lifton	PL160AH	Google Reviews	192	5
Autoworx Blackburn Ltd	BB18RP	Google Reviews	42	4.9
Aylesford Body Repair Ltd	ME207AD	Google Reviews	87	4.8
B & K Accident Repair Centre Ltd	CV79EL	Google Reviews	47	4.8
BJ Miles Accident Repair Specialists	DA14AU	Google Reviews	41	4.9
Bodycare Accident Repair Centre Ltd	BH212BH	Google Reviews	51	4.9
Bodyworx North West	PR54DH	Google Reviews	102	4.9
Bosch Reading Automotive Engineers	RG61AZ	Google Reviews	115	3.4
Boyer's Body Centre	NR279JG	Google Reviews	93	4.8
Bradshaws Ltd	HP39AN	Google Reviews	39	4.3
Brin Jones Ltd	BS327QS	Google Reviews	96	4.6
Brunel Bodycraft	TA82BY	freeindex.co.uk	10	4.8
Buki Body Repairs Ltd	LL120PJ	Google Reviews	22	4.8
Bushey Hall Garage Ltd (Bodyshop)	WD232QE	Google Reviews	129	4.7
C & P Panelcraft	CR00AE	Google Reviews	448	4.9
C & R Auto Bodyworx	RH76HN	Google Reviews	10	5
Car Accident Repair Centre Ltd	SL30BS	Google Reviews	26	4.2
Car Accident Repair Services Ltd	DE12BU	Google Reviews	64	4.9
Carr Body Repairs Ltd	SK177JB	Google Reviews	93	4.9
Cars & Colours	LE40AA	Google Reviews	273	4.8
Carsmetix Ltd	WR102DB	Google Reviews	33	4.1
Ceejay Autoworx (NBRA)	NP181PQ	Google Reviews	64	5
CEM Day Ltd	SA44LL	Google Reviews	28	3.6

Central Bodyshop Ltd	PR60HD	Google Reviews	177	5
Central Park Body Shop	SO237RQ	Google Reviews	55	4.8
Cheadle Motor Body Builders & Repairers	SK82PE	Google Reviews	193	4.9
Chichester Car Care Centre Ltd (ChipsAway Chichester)	PO198PN	Google Reviews	127	4.8
ChipsAway - Andrew Darby	PE296EA	Google Reviews	70	4.6
ChipsAway Car Care	ST180YL	Google Reviews	73	4.7
ChipsAway Carcare (Stockport) Ltd	SK75EG	Google Reviews	131	4.9
Chris Spiteri & Son Limited	NP183NN	Google Reviews	91	4.1
Classic Car Restorations Ltd	IM92AG	Google Reviews	9	4.4
Collision Repair Specialists Ltd	DY101JR	Google Reviews	104	4.9
Cooper Barnes Ltd	CB214XN	Google Reviews	114	4.9
Crawfords Accident Repair Centre	BT131RP	Google Reviews	100	4.9
CSC Automotive Ltd	CB237QJ	Google Reviews	196	4.8
CSS Motors	EN91JH	Google Reviews	172	4.3
Custom Coachworks Accident Repair Centres	TN225JH	Google Reviews	188	4.8
D & M Coachworks Ltd	KT173BZ	Google Reviews	94	4.5
D Laughton Accident Repair Centre Ltd	LS249SG	Google Reviews	10	4.2
Delete-A-Dent Ltd	OL14AE	Google Reviews	192	4.7
Dentec Hillington Ltd	G731LB	Google Reviews	18	3.5
Dentec Hillington Ltd (Clyde Gateway East)	G328RH	Google Reviews	194	3.6
Denver Body Repair Centre Ltd	E113PX	Google Reviews	44	4.2
Derbyshire Bodyshop Services Ltd	DE78DQ	Google Reviews	68	4.9
DJ Mackenzies Ltd	IP121NG	Google Reviews	106	4.7
Drive Vauxhall Hartlepool (Bodyshop)	TS247LD	Google Reviews	555	4.5
Drive Vauxhall Redcar (Bodyshop)	TS105BW	Google Reviews	545	4.6
Drive Vauxhall Stockton	TS183SB	Google Reviews	797	4.5
Duchy Car Body Repairs Ltd	PR23LF	Google Reviews	83	4.9
Dukes Motors Ltd	PO226HS	Google Reviews	65	4.8
Easy Paint Accident Repair Centre Ltd	CM28LP	Google Reviews	20	4.6
Edenbridge Accident Repair Centre	TN86HF	Google Reviews	50	4.4
Edwin J Bowman (Lincs) Ltd	LN25LG	Google Reviews	90	4
Elder & Paton (Perth) Ltd	PH13DZ	Google Reviews	170	4.3
Essex Autospray	CM248TY	Google Reviews	40	4.7
Fairlight Coachworks Ltd	BN108LW	Google Reviews	184	4.9
Feakins Of Kettering Ltd	NN168PS	Google Reviews	83	4.4
Fix & Go Leeds	LS122EJ	Google Reviews	217	4.9
Fix Auto Chelmsford	CM13AE	Google Reviews	146	4.5
Fix Auto Harlow	CM202AN	Google Reviews	41	3.9
Fix Auto Manchester East (bodyshop)	OL41JG	Google Reviews	92	3.9
Fix Auto Mid Devon	EX171EU	Google Reviews	52	4.5
Fix Auto Peterborough	PE38YL	Google Reviews	11	4.3
Fix Auto Portsmouth	PO35NS	Google Reviews	35	3.7
Fix Auto Stourport	DY117QY	Google Reviews	40	4.9
Forest Vehicle Body Repair Specialists Ltd	RG403BQ	Google Reviews	213	5
Frosts (Cars) Ltd (Bodyshop)	BN436LA	Google Reviews	128	4.8
Fylde Coast Accident Repair Centre Ltd	FY42RP	Google Reviews	1029	4.9

Gardiner Motors (bodyshop)	NN84RJ	Google Reviews	87	4.4
Gemini ARC	DY117QL	Google Reviews	11	4
Gemini ARC Bodmin	PL311ES	Google Reviews	61	4.7
Gemini ARC Bristol	BS41UN	Google Reviews	49	4.5
Gemini ARC Cannock	WS119TL	Google Reviews	61	4.1
Gemini ARC Chesterfield	S419ED	Google Reviews	44	4.8
Gemini ARC Dudley	DY67UA	Google Reviews	58	4.1
Gemini ARC Leeds	LS101PG	Google Reviews	60	4.1
Gemini ARC Leicester	LE51TN	Google Reviews	75	4.5
Gemini ARC Macclesfield	SK110TA	Google Reviews	77	4.6
Gemini ARC Newport	NP190RD	Google Reviews	50	4.3
Gemini ARC Nottingham	NG84LJ	Google Reviews	56	4.3
Gemini ARC Nuneaton	CV109AD	Google Reviews	57	4.1
Gemini ARC Redditch	B988JY	Google Reviews	54	4.3
Gemini ARC Rotherham	S601LG	Google Reviews	83	4.2
Gemini ARC Stourbridge	B632RR	Google Reviews	23	4.5
Gemini ARC Taunton	TA26BJ	Google Reviews	47	4.6
Gemini ARC Telford	TF27QZ	Google Reviews	61	4.1
Gemini ARC Tewkesbury	GL208SL	Google Reviews	38	4.2
Gemini ARC Worcester	WR38TJ	Google Reviews	77	4.3
Gemini ARC Yeovil	BA228YH	Google Reviews	43	4.1
Glyn Evans Autoclinic Ltd	LL165TA	Google Reviews	53	4.9
GM Clements Bodyshop	DE557RL	Google Reviews	55	4.9
Graham Richardson & Son Ltd	CO28HF	Google Reviews	228	4.8
Greta Motor Body Works Ltd	CA125NR	Google Reviews	149	4.8
GS Plus Accident Repair Centre Ltd	SE29RB	Google Reviews	12	5
H7 Autobodyes	SK121YL	Google Reviews	67	4.7
Harris Coachworks Ltd	LU62PN	Google Reviews	53	4.7
HB Panelcraft Ltd	PR18SZ	Google Reviews	200	4.4
Hefin Jones Vehicle Body Repairs	LL301ED	Google Reviews	100	4.9
Hillarys Coachworks Ltd	TN48BB	Google Reviews	21	4.5
Holland Park Autos (London) Ltd (Bodyshop)	W106SE	Google Reviews	46	4.3
Hotwheelz	DY67TU	Google Reviews	124	4.8
Ingram Accident Repair Centre	KA89RX	Google Reviews	27	4.5
Innovation Stockley Ltd	UB78HT	Google Reviews	39	4.8
Irish Road Motors ARC	BT473XX	Google Reviews	50	4.4
J & C Autos Bodyworks Ltd	SL62HP	Google Reviews	303	5
JA Biggs Engineering Ltd	GY80JD	Google Reviews	7	4.3
Jaggers Garage	BD62HL	Google Reviews	197	4.8
James Wood (Automotive Refinishers) Ltd	HG50SL	Google Reviews	78	4.8
John Newman Bodyworks Ltd	SG193LW	Google Reviews	101	4.6
JST Vehicle Paint Specialists	NG199BG	Google Reviews	20	5
Jubilee Coachworks Ltd	SE207UY	Google Reviews	70	4.9
Kelly Fleet Services Ltd	LU63QP	Google Reviews	20	4
Kent Smart Repairs	DA118RH	Google Reviews	165	4.9
Kevin Ellis Pontefract Accident Repair Ltd	WF82JJ	Google Reviews	40	4.8



Kraftwork Vehicle Refinishing	CM14LN	Google Reviews	70	4.9
LA Motors Ltd	IG110DG	Google Reviews	24	4.4
LDS Motor Bodies Ltd	M188EP	Google Reviews	49	4.7
Little Knocks Ltd	HA40BG	Google Reviews	107	4.7
Little Knocks Ltd (Wokingham)	RG404PJ	Google Reviews	162	4.7
LSJ Car Body Repair Specialist Ltd	HP234QR	Google Reviews	68	5
M&M Group Stoke-on-Trent	ST31EW	Google Reviews	171	4
Maldon Accident Repair Centre Ltd	CM94LJ	Google Reviews	126	4.7
Mark Allen Cars	RG18JE	Google Reviews	27	5
Master Cars (Birstall) Ltd	WF179LW	Google Reviews	197	4.6
Motorweld Ltd	BS43QQ	Google Reviews	31	5
Motts Body Repair Ltd	CO64JP	Google Reviews	143	4.9
MP Brentford Ltd (Bodyshop)	TW88LE	Google Reviews	131	4.7
MRH Autos Ltd	WS137SF	Google Reviews	40	5
MT Autobody Repair	EH209NA	Google Reviews	144	5
NA-Voitures Body Repairs Ltd	MK427AW	Google Reviews	46	4.8
Newbridge Accident Repair Centre	SS131AX	Google Reviews	188	4
North Eastern 4x4 Ltd	TS182NH	Google Reviews	127	4.7
North Star Garage Ltd	TW32DG	Google Reviews	68	4.3
P & H Body Repairs Ltd	CB113AN	Google Reviews	41	4.8
P J Automotive Limited (NBRA)	ST14AY	Google Reviews	89	3.7
Paignton Body Repair Centre Ltd	TQ47BL	Google Reviews	73	4.8
Paint My Car	NP201HZ	Google Reviews	154	4.9
Pauls Motor Body Repairs	LE98DH	Google Reviews	44	4.7
Peggs Accident Repair Centre Ltd	B112QX	Google Reviews	224	4.6
Pennings Milton Keynes	MK150DQ	Google Reviews	168	4.4
Phoenix Autobody Repairs Ltd	BS249AX	Google Reviews	67	4.6
Phoenix Enhancement Services	BS45PS	Google Reviews	125	4
PJ Geary Ltd	IP53RG	facebook.com	17	4.8
PK Motors Accident Repair Centre Ltd	TN23DH	Google Reviews	99	4.5
Projex-1 Accident Repair Centre (NBRA)	DY101HT	Internal CSS	pending	pending
Pye Motors Ltd Accident Repair Centre	LA33DY	Google Reviews	42	4.2
R & J Motors Ltd	SS67UY	Google Reviews	9	4.3
Ray Wilson Accident Repair Centre	DL78DZ	Google Reviews	50	4.8
Repair & Restore Body Shop (Goole) Ltd	DN146XF	Google Reviews	128	4.8
Repair Smart	BN126PW	Google Reviews	118	4.9
RS Scuff N Buff Chelmsford	CM26TX	Google Reviews	135	4.9
Ryan Lythe Auto Body Repairs Ltd	CT68JZ	Google Reviews	150	4.9
S De Gregorio Body Repair Centre	TA66LD	Google Reviews	36	4.9
Sandown Coachworks (Hersham) Ltd	TW178AB	Google Reviews	233	4.6
Saxon Accident Repair Group	PO198PH	Google Reviews	249	4.9
SE Ison & Sons	HP39QS	Google Reviews	52	4.8
SH Bodyworks Ltd	SS132LH	Google Reviews	139	4.9
Shreejee Motors (London)	HA01TW	Google Reviews	191	4.7
SMC Auto Body Accident Repair Centre	BT716LN	Google Reviews	26	4.8
Spectrum Automotive	SE265BN	Google Reviews	47	4.6

Spray Shack Ltd	DL62BF	Google Reviews	52	4.9
Spraysmart Refinishing	WA106UU	Google Reviews	46	4.9
SprayTech Auto Repairs Telford	TF17ES	Google Reviews	81	4.9
St Leonards Motors Ltd	TN389RT	Google Reviews	71	4.5
Steel City Wheels Limited	S91XT	Google Reviews	91	5
Steer Automotive Group Cheltenham	GL526QX	Google Reviews	216	4.7
Steer Aylesbury	HP198UG	Google Reviews	187	4.6
Steer Basingstoke	RG248FW	Google Reviews	248	4.5
Steer Bexhill	TN393LJ	Google Reviews	212	4.7
Steer Bournemouth	BH125HD	Google Reviews	102	4.4
Steer Bristol Central	BS59JD	Google Reviews	119	4.8
Steer Dover	CT170HL	Google Reviews	148	4.7
Steer Horsham	RH123SB	Google Reviews	111	4.5
Steer Prestige Sleaford	NG348GL	Google Reviews	99	4.7
Steer Prestige Slough	SL16BB	Google Reviews	118	4.3
Steer Reading	RG18HH	Google Reviews	221	4.7
Steer Salisbury	SP27LD	Google Reviews	88	4.7
Steer Sittingbourne	ME102PG	Google Reviews	136	4.8
Steer Slough	SL16BB	Google Reviews	159	4.4
Steer Swindon	SN57UL	Google Reviews	87	4.7
Steer Westbury	BA134FG	Google Reviews	250	4.9
Steer Yeovil	BA202HL	Google Reviews	167	4.4
Storeys Accident Repair Centre Ltd	PE72EX	Google Reviews	62	4.8
Streamline Accident Repair Centre Ltd	HA71BU	Google Reviews	311	4.6
Sussex Coachworks	RH69RP	Google Reviews	24	4.9
Sutton Car Repairs	B757AA	Google Reviews	174	4.1
SW Vehicle Body Repair	PO302JU	Google Reviews	72	4.9
Tameside Accident Repair Centre Ltd	OL66UG	Google Reviews	16	4.8
Tate Accident Repair Centre	LS102RL	Google Reviews	32	4.9
The Body Shop Pershore (UK) Ltd	WR102DD	Google Reviews	43	4.9
The Car Refurb Centre (Worcester) Ltd	WR13PA	Google Reviews	59	4.4
The Colourworx	TR73DZ	Google Reviews	243	4.9
The Rugby Bodyshoppe Ltd	CV213UY	Google Reviews	137	4.7
The Underground Garage Ltd	AB123BG	Google Reviews	118	4.7
The Vella Group Preston	PR22YL	Google Reviews	125	3.7
The Vella Group Skelmersdale	WN89TA	Google Reviews	166	3.4
The Vella Group Southport	PR85EG	Google Reviews	49	3.6
Thompson Accident Repair Centre	CA13NX	Google Reviews	118	4.8
Total Body Repairs Limited	SE280GW	Google Reviews	53	3.9
Total Motor Care Ltd	CT139LY	Google Reviews	151	4.6
Turners Accident Repair Ltd	YO85JE	Google Reviews	243	4.3
Upminster Panelcraft Ltd	SS143AU	Google Reviews	63	4.6
Vehicle Accident Repair Centre Ltd	DA145AQ	Google Reviews	89	4
Vehicle Repair Specialists UK Ltd	PE192EX	Google Reviews	59	3.9
Vehicle Workshop	JE37ZN	Google Reviews	26	4.7
Verralls Vehicle Accident Repair T/A Fix Auto Worthing	BN164AY	Google Reviews	57	4.3

Warley Car Clinic	B694RY	Google Reviews	284	4.3
We Fix Any Car	SE63JH	Google Reviews	169	4.3
West End Motors	PL311EU	Google Reviews	36	3.8
West Thurrock Coachworks Ltd	RM154YG	Google Reviews	16	4.7
Wrights Accident Repair Centres Ltd	BT251NN	Google Reviews	210	3.8
Wrights Auto Body Repair Centre	ME22BY	Google Reviews	46	4.5
Wyndon Motors Ltd	CV79JY	Google Reviews	135	4.6
York Ward & Rowlatt	NN84LG	Google Reviews	616	4.3
Zeus Accident Repair Ltd	ME24EL	Google Reviews	89	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 TICK	NON COMPLIANT ON INSPECTION ENTER X	CORRECTED ON INSPECTION TICK	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?				
2	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 REQUIRE ? 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?				
8	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?				
9	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?				
10	COMPLETION DELIVERY TIMES/DATES: DO MANAGEMENT AND STAFF KEEP CUSTOMERS ADVISED OF ANY CHANGES WITH THE AGREED COMPLETION DATES/TIMES?				
11	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 COMMENT:				
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 MEMBER 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	