



Chartered Trading
Standards Institute

RAC Service and Repair Code of Practice

Approved Consumer Code

Desktop Audit - 3 October 2022

RAC Roadside Patrols also raise any issues of garages they observe who are not part of the network. RAC then follow this up with the garage concerned to ensure this branding is removed. The RAC Legal Team provide assistance where necessary. This process is also followed when a consumer makes RAC aware of a garage advertising as RAC approved when it is not part of the Code.

There were no issues of concern with marketing and advertising by members of the code.

Terms and Conditions and other Pre-Contractual Information

Terms and conditions and other pre-contractual information is required by the code to be visible to consumer prior to contract. This is checked by RAC auditors as part of the regular onsite audits.

RAC had a Primary Authority Partnership with Kent Trading Standards who previously agreed a set of standard terms and conditions for code members to use. These are provided to the garage direct at the time of audit if they do not have suitable Ts&Cs.

Customer Service Provisions

A high level of customer service is fundamental to the RAC and it places the same high expectation of customer service on its code members.

The RAC considers that all breakdown customers are, at that point in time, vulnerable and, therefore, requires them to be treated by their members with due care and consideration. The code requires that no entrapments methods are used e.g., retaining of keys due to alleged issues with vehicle brakes. Unauthorised repairs can be an issue so this is carefully monitored during visits, member audits and in the content of any complaints. If the RAC receives three or more complaints about any member, this triggers a report and investigation, however, one single complaint that highlights issues about the customer care culture within the business can cause removal of the member from the RAC Code.

Consumer Complaints Process

RAC provide their own ADR. Complaints and Conciliation are managed by a dedicated customer support team within RAC. Within the last 12 months, RAC ADR have assisted 56 consumers, of which 15 were upheld against the garage. In these cases, the RAC secured additional repairs or refunds for the consumers.

Where improvements are identified, RAC issue recommendations to the network.

Customer Satisfaction and Feedback

Customer feedback can be logged on the RAC website:
<https://www.rac.co.uk/approvedgarages/search>

