

It was not been possible to carry out onsite audits in 2022 due to the covid pandemic, however, TMO conducted 1426 online remote audits.

Accreditation withdrawal and sanctions for non-compliant accredited businesses

Accredited businesses receive penalty points for instances where they fail to comply with the adjudication process. Some of these points may be awarded to the business for a relatively minor infringement, for example failing to respond to an adjudicator within the allotted time period due to an absence from the business. In such instances, an adjudicator can opt to remove penalty points should they feel the mistake be genuine and a one off.

The system issues a written warning one for 30 points, written warning two for 60 points, at 90 points the business will be referred to the Independent Compliance Assessment Panel (ICAP) who will consider the appropriate sanction which could be a further warning, extended-suspension or expulsion.

Suspensions can be applied at any time at the discretion of the TMO if the business refuses to co-operate and can result in automatic suspension.

There are currently 27 businesses in the disciplinary process, with a further 49 within Closer Scrutiny is a mechanism used by TMO for enhanced monitoring of accredited businesses where it is felt a compliance breach is probable to occur in the future, or where an accredited business has previously had penalty points awarded.

Marketing and advertising by

TMO has also developed a policy to help assist with vulnerable customers. This has been discussed at Committee meetings and later shared as an example to be adopted. If necessary, it can be tailored by businesses to best assist their staff in dealing with customer queries.

Away from fixed or planned training, TMO operates an Information Line which provides information to consumers and businesses alike on their legal rights or obligations. It is manned by their Customer Service Advisors who have all undergone automotive specific legal training and their experienced team of Adjudicators.

On a similar note, TMO adjudicators and the

