



Chartered Trading
Standards Institute

Trust My Garage Consumer Code **Audit - 25 January 2023**

Background information

The Trust My Garage (TMG) Code of Practice is sponsored by the Independent Garages Association (IGA) and administered by Retail Motor Industry Standards & Certification (RMISC). First established in 1976, it has been revised over the years to reflect new

Audit Summary

The audit examined: -

- The initial application process

- Re-audits

- The process for businesses who resign as a member

- The monitoring processes

Member Application Process

Membership Withdrawal and Sanctions for Non-Compliant Member Businesses

There is a process for the removal of non-compliant members, but TMG has not had cause to use the procedure this year.

Since the last audit, 201 members have left the scheme. When members leave the scheme, they receive a letter closing their membership, which includes instructions on removing all references to TMG and CTSI. A month after their membership has ceased, the company's online presence is checked to ensure that any references to TMG and CTSI have been removed. In addition, the TMG Field Team are made aware of all members that have left and will visit them if they are in the area, to check that all references to TMG have been removed. TMG have never needed to escalate this issue once a site visit has taken place.

Since the last audit, details of the offences potentially committed by not removing the TMG and CTSI logos has been added to the exit letters.

The websites for two members, who left in April 2022, were checked and no evidence of the TMG or CTSI logos were found.

Marketing and Advertising by Member Businesses

Memb

Terms and Conditions and other Pre-Contractual Information

Model terms and conditions are available on the Members Only section of the TMG website. Terms and conditions are assessed at audit and if deemed not suitable it is suggested that members use the model document.

Customer Service Provisions

No update provided here.

Consumer Complaints Process

All complaints raised under the code go directly to the National Conciliation Service (NCS), a CTSI Approved ADR provider.

In the last year, 59 complaints have been handled for TMG by NCS. Of the 59 complaints, one was found in favour of the consumer, 19 reached a compromise and the rest were found in favour of the garage.

Customer Satisfaction and Feedback

TMG provide stickers to be attached to invoices and posters to display in public areas encouraging customers to leave reviews on the TMG website. The online review form contains five yes/no questions and one multiple choice question. The aggregate of the answers creates a star rating for the garage on the TMG website. Since the last audit 621 reviews have been left.

Conclusions

TMG continues to carry out its functions as a Code sponsor. The introduction of an online search and booking facility has enhanced the benefits of membership and given the Code more visibility to consumers.