



**National Body Repair Association (NBRA)
Consumer Codes Audit
July 2023**

Background information

The National Body Repair Association (NBRA) is a trade association representing businesses that repair, maintain and service motor vehicles. The association runs a code of practice, which was approved by the Consumer Codes Approval Board (CCAB) in July 2017.

The NBRA acts as an organisation that deals mainly with consumer to business transactions in the non-commercial vehicle sector. Its Code of Practice for Consumers migrated from the VBRA (Vehicle Builders and Repairers Association) in July 2017 and now also includes the members of the National Association of Bodyshops. The NBRA operates independently under the umbrella of the Retail Motor Industry Federation.

The NBRA currently has 718 members. Of these, 62 are supplier members and four training centers, who are solely business to business contracts and of the remainder, 247 are signed up to comply with the Consumer Code of Practice.

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Membership Withdrawal and Sanctions for Non-Compliant Member Businesses

No businesses have been expelled from the NBRA scheme in the last year. It is noted that there has still never been a need for the panel to convene. The process in place for raising formal disciplinary procedures against members was reviewed and complies with the requirements of the Consumer Code Approval Scheme.

Between March 2022 and February 2023, 85 members left the NBRA, of which 45 were members of the Code. For the audit, the details of three members who have left within the last year were requested and their websites were checked to see if the NBRA or CCAS

Customer Satisfaction and Feedback

The NBRA relaunched their website in March 2021 and the planned member review and member profiles will not be added anytime in the foreseeable future due to costs.

Since 2020, NBRA have collated information from Google (and other online review applications) from their 250 Code approved members, a total of 15,900 reviews. The data was mainly sourced through Google and uses the first page of results only. The average rating found is 4.6 (out of 5). NBRA plan to continue to use this method to gather reviews on their members as it generates substantial review data. The individual results are published in the NBRA Annual Report. Any business with a score of 3.5 or less or with any review that contains allegations of worrying conduct will receive a call from the director of NBRA.

Conclusions

It is commendable that even with low numbers of staff available for the task, NBRA are sustaining their methods of assessing that its members are treating customers fairly.