



Chartered Trading
Standards Institute

RAC Service and Repair Code of Practice Approved Consumer Code Audit September 2023

Background information

The RAC Service and Repair Code of Practice has 1267

New requirements have been added to membership in relation to the service and repair of electric vehicles, this is in readiness for when more EVs are on the road. Also the requirements in relation to the records kept in re the training of technicians have been made more stringent.

Existing Members Inspections/Audit

The RAC aim to carry out an onsite audit of each garage, once a year. Over the last 12 months 98% of the network has been audited.

RAC member garages/repairers are finding that more people are driving used vehicles and the age of the vehicles is increasing, year on year. This is increasing work volumes so garages are struggling to cope with the volume of repair requests and recruiting technicians.

Although Covid-19 restrictions have ended, RAC engineers are still following some Covid guidelines e.g. minimal hand contact, sharing of pens, to ensure their safety and that of the garages.

RAC Inspection Services carried out 1632 inspection audits of RAC Approved Garages within the last 12 months. Visits are carried out by an RAC engineer. Any garage scoring below the

Membership Withdrawal and Sanctions for Non-Compliant Member Businesses

In many instances of non-compliance, the initial response from the RAC is to attempt to assist the garage to improve their business practices by enhancing their standards and sustaining consumer protection. In cases where this is resisted, the issues that have arisen are endemic in the business or are too fundamental to resolve, members face a range of sanctions including formal warning or expulsion.

Once three complaints are upheld against the member these are reviewed for trends and action taken if necessary. The RAC have sanctions in place to dismiss a member business within one month, with immediate dismissal from the scheme if circumstances require. The member is removed immediately from the RAC website and the list of garages that can be used by RAC patrols.

Where RAC Patrols, random checks and reports from members of the public have highlighted misuse of the RAC logo, enforcement Notices are sent by RAC Legal if the garage persists in using the RAC logo. RAC Patrols are notified about garages that have left the RAC, 36t2gghywilghko sthe usetheloegow(h)-3(lg)4(st)JTJETQD.000008871 0 595

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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 have a set of standard terms and conditions for code members to use, these were agreed with Kent Trading Standards (previously Primary Authority for RAC). They are provided to the garage at the time of audit i

Customer Satisfaction and Feedback

Customer feedback can be logged on the RAC website:

<https://www.rac.co.uk/approvedgarages/search>

Customers can find a garage/repairer on the RAC Garage Finder website and leave a review for the garage and view reviews that have been left by other customers.

When RAC Patrols recommend the use of an approved garage to a customer from the roadside, these customers are sent an email invitation to leave a review of the services provided by the garage. The RAC can only do this where they have the email address and correct permissions in place to contact via email. This process has been reviewed and is compliant with GDPR.

RAC use Net Promoter (NPS) to measure customer satisfaction and also ask a series of supplementary questions to gain more insight into the customer experience of the RAC Approved Garage. Customers also have a free text field where they can leave specific feedback.

The RAC have established that the NPS score has continued to drop and they believe that this is due to less reviews being left and a larger proportion of those being negative. A method of collating reviews and scores from elsewhere e.g. Google reviews, Trustpilot etc is under development.

Conclusions

The RAC brand is an iconic name within the motoring industry and garages using the name gain instant credibility. The RAC works hard to protect its brand and this is demonstrated in their constant review and improvement in ways to ensure that the customer is treated well and fairly by its member businesses.