

MEMBER APPLICATION PROCESS

RAC has a comprehensive member database, with all records kept electronically.

New Members

A total of 42 RAC Approved Dealers have joined the network within the last 12 months.

The member application process has not changed since the last audit. An RAC Sales Agent meets with a new applicant business on site to complete an initial assessment. If the dealer is assessed as being suitable, they complete a full application form. RAC then completes a range of due diligence checks including a check on Exinger Insight and then use the company number to complete a Companies House search which validates the company is active and that the registered name and address is correct.

RAC use an online e-sign contract to sign-up garages on the RAC Portal. In addition, the RAC take the company registration number and the driving licence details of the dealer principle. A check on dowjones.com is completed of the company name/dealer principle and a Companies House check is completed which validates the company is active and the registered name and address is correct.

All new applicants must pass a full site audit within two months of being admitted to the scheme.

Existing Members Inspections/Audit

The RAC aim to audit all members six times each year. These are on-site inspections carried out by an RAC Engineer to ensure the correct vehicle checks are being completed and the correct processes are being adhered to. Feedback is provided by the RAC Engineer where needed. Any concerns are picked up by the RAC Agent. Dealers are keen to display the RAC logo so generally no issues in relation to that. There is no remaining backlog of audits that was caused by the Covid lockdowns

Over the last 12 months 4010 audits have been carried out with Approved Dealers.

Two audit reports were examined in their entirety. Evidence was reviewed of the audits, both had 100% scores.

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. 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

Complaints and ADR are managed by a dedicated Client Support Team at Assurant. They provide the RAC with monthly breakdown o

The RAC have established that their NPS score has not recovered as expected and they believe