



## **Audit process**

A qualified Chartered Trading Standards Institute Practitioner from the Chartered



results from the Consumer Codes Approval Scheme, which are acted upon for those business found not to be displaying the logo.

Throughout the year, TMO issues several press releases to both consumer and trade media, and regularly provides guest articles for trade publications highlighting areas of best practice and industry insights. The success, reach and impact of The Motor

media reach and PR coverage generated.

TMO also has found good success in developing seasonal campaigns to raise

On a similar note, TMO Adjudicators and in-house Ombudsman regularly provide

## **Conclusions**

The Motor Ombudsman operates an impressive system to provide protection for consumers in the new car sector. It handles a large number of complaints, but, this is inevitable having regard to the number of annual car sales. The move to self-assessment with targeted intervention and a 5 year onsite visit is considered to be an effective way of monitoring the Code.