

# RAC Service & Repair

Customer Charter and Code of Conduct



**RAC**

Approved Garage &  
Accredited Repairer



# RAC Quality Guaranteed

Your vehicle is in safe hands

## RAC have been serving motorists since 1897 and as the motorist's champion, we aim to provide you with a network of repairers and garages you can trust.

We know that it's not easy to find a trustworthy repairer or service centre that provides quality work. How can you be sure you've got a good deal, with quality work at a fair price?

RAC Accredited Repairers and RAC Approved Garages are a national network of repairers and garages that adhere to the RAC Customer Charter and Code of Conduct. We inspect our repairers/garages every year to make sure you get the very best service. We also make certain that RAC Accredited Repairers and RAC Approved Garages are demonstrating compliance with this code and are running their business in a professional manner.

The RAC Customer Charter ensures that you will receive...

- **Honest pricing**  
All work will be explained clearly and the costs will be transparent
- **Quality work**  
Work carried out will meet the high standard set by the RAC
- **Exceptional customer service**  
You'll always find the service friendly, straightforward and jargon free

When you use an RAC Accredited Repairer or RAC Approved Garage we expect you to receive the same great service that our patrols deliver to our members. Through our network of repairers/garages you can be confident that:

- All repairs will be agreed between you and the repairer/garage at the outset
- All repairers/garages will undergo a formal compliance check on a yearly basis
- No requests will be made for deposits or pre-payment for any work
- The work is carried out in accordance with your manufacturer's warranty
- All repairs are carried out to a high standard
- Any additional work required will be explained and agreed with you prior to commencement of work

This is underpinned through a code of conduct that all repairers/garages sign up to and are contractually bound to follow.

# Customer Code of Conduct

The RAC Customer Code of Conduct covers the elements below:

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## Your Booking

1. The repairer/garage will provide you with a choice of times so that you can choose a time that is convenient to you, within their normal opening times. The repairer/garage will collect contact details to enable them to contact you to discuss any changes to your booking or agreed work.
2. The repairer/garage will be available to take phone calls or discuss your vehicle service and repair requirements in person, and will take into account any personal circumstances and difficulties that you may have.
3. The repairer/garage will advise if they need time to assess your vehicle further to be able to detail how long a service or repair may take. They will then be able to offer a quotation for the work to be carried out. There are some circumstances where only an estimate can be given, as further diagnosis work may be required to identify an underlying problem with the vehicle.
4. If diagnosis is required, the repairer/garage will make you aware of any initial costs and not go above this without prior notification. If you do not wish for any other work to be carried out then you can cancel and only pay for the works carried out up to this point. If parts originally agreed have been fitted then you will be liable for these.
5. The repairer/garage will use a recognised industry garage management system to quote how long it will take to service or repair your vehicle.
6. Once the repairer/garage has confirmed how long the service or repair will take, they will offer a repair time and date convenient for you. If necessary, the repairer/garage will agree a 'drop off time' of the vehicle by you so that delivery of parts or specialist services can be completed prior to the agreed repair time slot.
7. If you have a warranty or insurance product for your vehicle that may cover your repair, and you inform the repairer/garage, supplying them with the necessary details, the repairer/garage will ensure it follows the terms and conditions of such policy. The repairer/garage may need to ask for further details from you to support the claim. The repairer/garage will not tell you to pay any excess and claim unless the policy allows this and the repairer/garage has ensured the repair is covered.
8. The repairer/garage will notify you at least 24 hours before your booking if they are unable to fulfil the agreed booking, and offer a new time and date that's convenient for you.
9. The repairer/garage will ensure any marketing or advertising campaigns are not misleading and will comply with guidance laid out by any law abiding codes of practice covering these subjects.

10. The repairer/garage will help explain any offers in place and ensure you understand any conditions that apply to any offers or marketing.
11. No customer details will be shared or passed on to any third party company without your prior permission.
12. The repairer/garage should not recommend the services of any third party agent that is involved with claims farming, or financial companies that are not regulated.

## Work undertaken on your vehicle

1. The repairer/garage will ensure they look after your vehicle to the best of their ability during the period of time it is with them. The repairer/garage will carry out a prior inspection of your vehicle to check for any previous damage and will keep detailed records of their findings.
2. If a delivery or collection service is provided, the repairer/garage will record the mileage at the time the vehicle is handed over.
3. The repairer's/garage's reception and/or waiting areas (including MOT viewing) should be clean, safe and tidy.
4. The repairer/garage will keep your vehicle locked at all times when outside the workshop and will ensure it is kept clean by using seat covers and floor mats.
5. Your vehicle will only be taken on a test drive by qualified personnel and will not be used for any other purpose.
6. The repairer/garage will start to carry out the agreed service or repair at the agreed time. They will make every effort to ensure your vehicle is ready for collection as agreed, however from time to time issues may arise such as seized parts or failed delivery from the supplier, resulting in the service or repair being delayed. In this case, the repairer/garage will inform you as soon as possible.
7. Work will be carried out by trained personnel and a quality check must take place to ensure all work has been carried out as requested. Work carried out by a trainee/apprentice will be monitored and then must be approved by a qualified member of staff.
8. Replacement parts used will be of a high quality and will be at least an OEM (Original Equipment Manufacturer) Standard. This means the part will be of at least the specification of what was originally fitted by the manufacturer. This also ensures repairers/garages comply with Block Exemption Regulation European Economic Community Commission Regulation 461/2010, which means any warranty on a vehicle will not be invalidated.
9. If requested, replaced parts will be retained for your inspection on collection of your vehicle. The repairer/garage will make you aware of the warranty period on any parts and labour.

10. Servicing will be carried out to manufacturer's standard for all vehicles still within the warranty period and will be correctly documented in your service book, as long as you inform the repairer/garage of such cover.
11. All servicing or repairs carried out will be covered with 12 months guarantee or 12,000 miles (whichever comes soonest) unless explicitly explained and documented by the repairer/garage, for which you will receive a copy. Where required the repairer/garage must also explain why the guarantee period is different to an Original Equipment Manufacturer Standard part.
12. The repairer/garage will ensure the workshop area is adequately equipped for the types of work they accept to carry out. The workshop will also be suitably maintained and free of risk to staff and customers alike.
13. The repairer/garage shall operate a professional business in an environmentally friendly manner.
3. The repairer/garage will notify you of any changes to the original estimate (the estimated cost of work) or quotation (the actual cost of work) as soon as the repairer/garage is aware. The repairer/garage will delay the work and will not undergo any work that requires additional costs unless you have given your full consent.
4. The repairer/garage will confirm the payment methods available and when payment is expected.
5. The repairer/garage will not ask you to pay for work up front.
6. On collection/delivery of the vehicle, the repairer/garage will provide a concise invoice, detailing the following:
  - a. The elements of the repair or service carried out\*
  - b. The time charged to carry out repairs or service\*
  - c. The hourly labour rates (this should not exceed the hourly rate on display at the repairer/garage)\*
  - d. Parts used
  - e. Cost of parts\*
  - f. Advisory notes of any issues found with the vehicle whilst carrying out the repair or service.

## Cost & Charges

1. The repairer/garage will make you aware of any specialist services and charges that may be required on your vehicle.
2. The repairer/garage will clearly explain an estimate or quotation of the charges you should expect, detailing labour, parts and consumables inclusive of VAT.

\*Unless published menu pricing is offered by the repairer/garage

## Repairer/Garage Staff

1. All repairer/garage staff will be trained in the RAC Customer Charter and Code of Conduct.
2. All repairer/garage staff will make the RAC Customer Charter and Code of Conduct available to you at any time you request this.
3. All repairer/garage staff are to treat you and your vehicle with respect and professionalism at all times.
4. All repairer/garage staff will communicate free of jargon, and in a way that is clear and non-technical.
5. All repairer/garage staff will be competent to carry out the work required or be supervised during any training periods. They are required to:
  - a. Have relevant motor mechanical qualifications, such as City & Guilds, NVQ; or
  - b. Have motor dealership training with experience; or
  - c. Have at least 4 years mechanical experience in general service and repair garages;
  - d. The repairer/garage must be able to demonstrate that the mechanics have the relevant capabilities.
  - e. Any new employees must be assessed and signed-off as competent, and until this is done all work completed by a new employee is to be signed-off by a suitable person who represents the repairer/garage.
6. Where apprentices are employed they must be supervised by a suitably qualified mechanic and all work carried out must be checked and signed-off by a suitable person who represents the repairer/garage, prior to the vehicle being released to the customer. If repairer/garage staff notice a problem when working on your vehicle they will make you aware as soon as possible.
7. Repairer/garage staff will not make you feel obliged to agree to work other than what was agreed at the time of the booking. However, they will point out any defects that could compromise the safety to you or anybody else, including advising you not to drive the vehicle.

## How to solve a problem

1. If you believe that a service has not been completed correctly or a repair is faulty, you must contact the repairer/garage in the first instance, detailing your concerns.
2. The repairer/garage will ensure that their customer facing staff are given sufficient authority to resolve any complaint promptly and courteously before it escalates. If the complaint cannot be resolved, the repairer/garage is also obliged to have someone suitable to act as a customer service manager, who will manage complaints that have been escalated.
3. The repairer/garage will identify if you can drive the vehicle safely to them, so that they can investigate the problem.



4. If you are not local to the original repairer/garage, they may ask you to attend another RAC Accredited Repairer/RAC Approved Garage to support the rectification of the problem. Your nearest RAC Accredited Repairer/RAC Approved Garage can be found on [www.rac.co.uk/garage-finder](http://www.rac.co.uk/garage-finder).
5. The original repairer/garage will support the liaison between you and the supporting repairer/garage.
6. If the initial repair or service is not found to be at fault, the repairer/garage will inform you if any diagnosis time will be required and whether this is chargeable.
7. The repairer/garage will not charge you the diagnosis fee if a service or repair is at fault.
8. If your problem is not with the vehicle but you feel you have received bad service, please contact the repairer/garage and ask to speak to the nominated customer service manager.
9. If you request someone else to deal with a complaint on your behalf, you are required to give the repairer/garage permission to liaise with your nominated person; the repairer/garage will treat this person in the same way as they would deal with you directly.
10. If you feel your complaint and/or issues have not been resolved then RAC can offer an Alternative Dispute Resolution (ADR) service.

## How to solve a problem – put simply

Problem with the Repairer/Garage or any of the products or services provided by them?

Contact the Repairer/Garage in the first instance

If you are not local to the Repairer/Garage contact a closer one by searching [www.rac.co.uk/garage-finder](http://www.rac.co.uk/garage-finder)

For any issues that cannot be resolved directly with the Repairer/Garage, please visit the RAC website for details of our ADR

## Alternative Dispute Resolution (ADR) Service

1. If you still feel the repairer/garage has not resolved the issue, RAC can offer Alternative Dispute Resolution. This can be an alternative to legal action through the courts.
2. You need to contact us within 12 months of receiving a final response from the repairer/garage by submitting the Enquiry Form found on our website.
3. If your vehicle is off the road, we will prioritise your complaint if we are made aware of this.
4. A case handler will let you know within five working days if RAC are able to offer ADR. If we are unable to assist, we will provide the reasons for this.
5. All RAC Accredited Repairers and RAC Approved Garages are required to co-operate fully and promptly with any request from us.
6. We will let you know as soon as we have received all the information needed from the repairer/garage. We aim to issue our decision within 20 working days of this date.
7. If we are unable to respond within these timescales, we will let you know and keep you updated.
8. You can decide at any point that you no longer wish to continue with our ADR service.
9. If you disagree with our decision, you can still take the repairer to court.

## ADR Service – put simply

If you feel your issues have not been resolved by the Repairer/Garage, RAC can offer an ADR service

You need to contact us within 12 months of receiving a final response from the Repairer/Garage

We will let you know within five working days if we are able to offer ADR

We will update you as soon as we have all the information we need to make a decision

We aim to issue our decision within 20 working days of receiving all the necessary information

## Maintaining Quality

We expect RAC Accredited Repairers and RAC Approved Garages to maintain their standards and to operate consistently at all times. We monitor the quality of our repairers/garages through initial appraisal from RAC managers, annual inspections, customer feedback and reviews. If you do find our repairers/garages fall short of your expectations we will provide support and training to the repairer/garage. However, if an RAC Accredited Repairer or RAC Approved Garage continues to fall short of these standards we may commence disciplinary action against them, which could result in their removal from the network.

## Key Contacts

To find your nearest RAC Accredited repairer or RAC Approved Garage please visit: [www.rac.co.uk/advice/garage-finder](http://www.rac.co.uk/advice/garage-finder)

If you need some advice regarding an issue or complaint about an RAC Accredited Repairer or RAC Approved Garage please email [ccm@rac.co.uk](mailto:ccm@rac.co.uk).

RAC website: [www.rac.co.uk](http://www.rac.co.uk)

