



TRUST MY GARAGE 2018 ANNUAL REPORT

PREPARED FOR THE CHARTERED TRADING STANDARDS INSTITUTE CODE APPROVAL SCHEME

RMI STANDARDS AND CERTIFICATION
Unit 2 – 3 Allerton Road
Rugby
CV23 0PA



Contents

	Page
Executive Summary	3
Code of Practice Review	3
Complaints and Conciliation	4
Monitoring of Customer Satisfaction	4
Code Compliance Audits	6
Membership Additions/Removals	6
Summary	7

Appendices

- A: Customer Feedback Figures
- B: Compliance Audit Figures

Executive Summary

Welcome to the Trust My Garage (TMG) Code of Practice Annual Report for 2018. The Code was approved by the Chartered Trading Standards Institute (CTSI) on October 22nd 2015. Since then we have operated the Code and continued to evaluate our processes to ensure compliance.

The Trust My Garage Code is sponsored by the Independent Garage Association (IGA), the largest trade body for independent garages throughout the UK. The IGA appointed RMI Standards and Certification, a UKAS-accredited Certification Body, to produce and operate the Code on its behalf.

The aim of the Code is to demonstrate the level of compliance that Code members follow to ensure the customer's service or repair experience is of the highest quality.

In the 12 months to 27/11/18 reporting period, the number of TMG members increased by 236, to give a total number of members of 2985 at that date.



Code of Practice Periodic Review

The Code continues to be refined and enhanced. Feedback is encouraged and included in regular discussions about alterations to improve the effectiveness of the Code. The most recent change to the code of Practice was the removal of the "Code Sponsor Stage" of dispute resolution so that all consumer disputes are handled by the code's Independent ADR provider the National Conciliation Service (NCS). This was published on the TMG website in May 2018 following approval.



Complaints and Conciliation

TMG continues to offer access to a free conciliation and low-cost arbitration service. This is operated by the National Conciliation Service (NCS), a CTSI-approved Alternative Dispute Resolution (ADR) provider. Our code requires investigation of any complaints made against any member to CTSI. In the event of a breach of the Code, sanctions are detailed in the Code wording. Consumers are kept informed of the progress of their complaint.

In order to preserve the independence and impartiality of the ADR process, TMG has no details of the cases but are available to CTSI from the NCS on request.

As a result of the removal of the Code Sponsor Stage of dispute resolution, no complaints about code members were handled directly by TMG.

Summary Data supplied to us by the NCS show that there were 88 Complaint cases against Trust My Garage members opened by them for the 12 months to 27/11/18 in respect of activity covered by the TMG Code. 2 Cases (2.27%) were resolved in favour of the consumer and 10 Cases (11.36%) were resolved by compromise between the consumer and member.



Monitoring of Customer Satisfaction

We are aware that even though customers may not complain about services provided by a TMG member they may still not necessarily be 100% happy about their interaction with the garage. Alternatively, where customers are satisfied with the quality levels they may want to document this.

We have enabled this to be carried out effortlessly and swiftly via an online feedback function on the TMG website where customers can leave feedback in the form of a review. Reviews are monitored and reported on a regular basis by TMG staff. Negative feedback is initially investigated by RMISC via information from the member to ensure only authentic feedback from customers is posted on the website. Data can be downloaded from the site in a variety of formats for analysis when required.

The opportunity to provide this feedback is widely advertised by both RMISC and the participating garage in the form of marketing literature together with invoice stickers and posters advertising how to place feedback on the website.



There are ten questions that customers have to answer ranging from satisfaction with work carried out to whether the customer would use the garage again.

As of 27/11/18, overall (all time) satisfaction for Trust My Garage members is 88.17% which is a slight increase from the previous figure.

For the 12 months to 27/11/18:

- Overall satisfaction for Trust My Garage members is 89.39% *showing that satisfaction levels continue to rise.*
- In response to the question “How Important is it to you that the garage is a Trust My Garage member, 71.1% of respondents answered Important, Very Important or “I will only use a Trust My Garage Member”. *This is only very slightly higher than previous figures which suggests that public awareness of the CCAS is not increasing.*
- In response to the question “Are you satisfied that the garage only carried our necessary or quoted work, 99.3% responded YES, *which is a slight increase.*
- In response to the question “Are you likely to use this garage again, 98.8% responded YES, *demonstrating another slight increase.*

Code Compliance Audits

One of the aims of the Code is to drive quality levels within the whole industry. To accomplish this, on-site audits are undertaken to police compliance with TMG’s demanding standards. Even if they were to initially fall short of the required standards, all garages are given opportunities to improve and join the Code.

When a member signs up for the Trust My Garage scheme, they receive an on-site audit by a member of the audit team. Upon the conclusion of the audit, the areas audited may result in several recommendations produced for the garage. The owner will then sign the audit to confirm they will fulfil the recommendations and they understand the terms and conditions of the scheme.

All audits that achieve less than 85% count as unsuitable and trigger an automatic re-audit which will be carried out within 12 weeks. If this audit generates a score of less than 85% on a second occasion the garage will be given a final chance to remedy matters. Within a 12-week period, they will receive a final audit at which point their application will be declined if they generate a score of less than 85%.

Additionally, we re-audit members who have been identified as being at risk of failing to comply with the code on an ad hoc basis, and/or after analysis of complaint trends, and/or as a result of concern from customer feedback.

Members are re-audited on a 5-year cycle

- In the year to 27/11/18, 292 new audits have been carried out and 98 re-audits
- Of these, 14 new audits and 6 re-audits have achieved a score of 100%

We now undertake re-audits with a different audit team from those who generally carry out initial audits. This provides a degree of oversight and moderation to the audit process. Issues identified during re-audit are discussed with both teams to ensure ongoing audit consistency.

Membership Additions/Removals

TMG regularly updates its website with withdrawals from and additions to the scheme. When garages are no longer in TMG membership, there are processes in place that inform them of the need to remove both TMG and TSI signage and logos. Obligations under the Code of Practice and under the Consumer Protection from Unfair Trading Regulations 2007 are emphasised. Any instances of continuing non-compliance with instructions to remove signage are referred to local Trading Standards offices.

Summary

Trust My Garage is satisfied with the level of customer satisfaction provided by our scheme members. Our three main measures of compliance have illustrated that code compliance levels remain at a satisfactory level.

The low levels of customer complaints lead us to believe that customers are generally happy with the services they receive.

For those customers who do not necessarily want to log a complaint, but want to inform us of their experience, there is an opportunity to record these on the new TMG website. Customers have reviewed the level of service they have received and an average score of 89.39% across the previous 12 months indicates that customers would appear to be generally satisfied with the level of service provided by TMG members.

The audits carried out show that most of our members are scoring higher than the 85% required to join or retain membership. Of 390 audits carried out 386 scored greater than the 85% target which show that most members are of a suitable quality to join the Code. This increase in “first time” acceptance of the code scheme shows they take their application seriously, prepare for it and that we are slowly achieving our aim of increasing quality levels across the industry.

We will continue to carry out our re-audits with a different team from that which carried out the initial audit as a measure of maintaining ongoing compliance with the scheme, as well as moderating our own audit activity.

These figures are evidence of our belief that customers are generally happy with the level of service that TMG members provide. Our members continue to provide workplaces that are fit for purpose and staff that are adequately trained to carry out their roles and responsibilities.

However, we are striving over the coming months and years to maintain these levels of satisfaction. To this end, we will continue to advertise the benefits of Code Approval and the ability for customers to express their opinions via the customer feedback website and the complaints process. For 2019 we are intending to significantly increase our advertising of the scheme to the public including the use of television advertising. We are also considering a re-vamp of the Trust My Garage website.

It is our opinion that these objectives will continue to see a rise in applications to join Trust My Garage and increasing loyalty from existing Code members. This in turn will provide greater exposure to the CTSI brand amongst members of the public, leading to raising of standards within the sector.



Appendix A

CUSTOMER FEEDBACK SUMMARY Year to 27 November 2018

How important is it to you that the garage is a member of the Trust My Garage Scheme?

	Number of Feedbacks	Percentage
Important	188	32.58%
Very Important	129	31.72%
I will only use a TMG member	45	7.8%
Not at all	32	5.55%
To some degree	129	22.36%

Are you satisfied that the garage only carried out necessary or quoted work?

	Number of Feedbacks	Percentage
Yes	573	99.31%
No	4	0.69%

Are you likely to use this garage again?

	Number of Feedbacks	Percentage
Yes	570	98.8%
No	7	1.2%

Appendix B

SUMMARY OF COMPLIANCE AUDITS Year to 27 November 2018

No of total audits	390	
No of audits carried out	292	
No of re-audits	98	
No of failed audits (audit score < 85%)	4	1.03%
No of audits with 100% score	20	5.13%
No of audits with score > 95% < 100%	74	18.97%
No of audits with score > 90% < 95%	178	45.64%
No of audits with score > 85% < 90%	114	29.23%