



Case Study

Avia Autos steers a driver to be a 'happy customer'

We've all heard of examples of poor workmanship at garages, and then other businesses having to put the work right, but staff at the Glamorgan-based Avia Autos have first-hand experience of saving the day for a number of their customers.

Avia Autos, a family-run business with ties to motorsport and the automotive industry dating back to 1967, was recently contacted by a car-owner from West Wales who had taken their vehicle to a local garage for wheel alignment. However, the job had not been done properly.

In a move to get the work done by a garage they could rely on, the customer researched garages which were Motor Ombudsman Approved Code Members and picked Avia Autos, where they knew they would be in safe hands.

The customer made the long drive over to Avia Autos. The garage attended to the steering rods, put the problem right, and they succeeded in gaining another happy customer.

The garage is accredited to the Motor Ombudsman's Motor Industry Code of Practice for Service and Repair, one of four of the Ombudsman's four Codes of Practice, all of which are approved by the Chartered Trading Standards Institute (CTSI) Consumer Codes Approval Scheme (CCAS).

Code scheme members must adhere to principles of effective customer service and protection, going above and beyond consumer law obligations and setting higher standards. The right to display the CTSI Approved Code logo gives consumers a clear indication that code members can be trusted.

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Notes for Editors:

For press queries, email CTSI Press Office: pressoffice@tsi.org.uk, or call 01268 582240.

The Consumer Codes Approval Scheme is facilitated self-regulation. It aims to promote consumer interests by setting out the principles of effective customer service and protection. It goes above and beyond consumer law obligations and sets a higher standard, showing consumers clearly - through the right to display the CTSI approved code logo - that code members can be trusted.

Chartered Trading Standards Institute (CTSI)

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