



Case study

Avia Autos gets a customer out of a dangerous situation

Few of us have escaped the clutches of bad workmanship at garages, but not many of us have had the satisfaction of being able to put that work right ourselves.

Cue Glamorgan-based Avia Autos, a family-run business with ties to motorsport and the automotive industry dating back to 1967. With a staff of four, two of them female, the business concentrates on servicing, repair and MOT testing.

Accredited to the Motor Ombudsman's Motor Industry Code of Practice for Service and Repair, the business is an independent garage which sets high standards.

Avia Autos staff couldn't quite believe the dangerous condition of a car which was brought into them recently – in fact, they were staggered! The car had been taken to a non-accredited business for repair and work had been done to its suspension. The customer had not been satisfied with the alleged repair, however, and took it into Avia Autos for them to look at. Staff there were able to identify the problem and successfully replace the part to ensure that the car was safe to drive.

After the experience, car owner Mr T said: "Cars are such an integral part of our day-to-day lives, but with large number of garages out there, it's often difficult to know how to find a business you can rely on, especially since the car servicing and repair sector is not regulated.

"The Approved Code badge certainly helps consumers to identify that businesses are working to the highest standards to help deliver complete customer satisfaction."

The Motor Ombudsman operates four Codes of Practice which are all 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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