

Getting help from a motor trade association

If you have a problem with the car/vehicle you have bought you should speak to the trader or garage in the first instance to try to resolve the problem. *(If you are unsure how to approach this you can get advice from the Citizens Advice consumer service or your local Citizens Advice office)*

If you feel you are not getting anywhere with your complaint or concerns with the garage or trader, find out if they are a member of a motor trade association who can help to try to resolve the situation.

If the trader or garage is a member of a motor trader association then they will be expected to abide by a code of practice.

To find out if the trader or garage is a member of one of these schemes ask them directly or check the logos they have on their paperwork. However, it is important to check that if they are displaying a membership logo to approved traders/membership organisations, that they are actually a current member, (report it to Trading Standards if not).

A list of the motor trader associations with further information can be found here: www.citizensadvice.org.uk/consumer/buying-or-repairing-a-car/motor-industry-associations/

You can find out if the garage or trader is a member, how to raise a complaint and also find out more about their mediation services to help resolve your problem.

Get advice from the Citizens Advice consumer helpline: 03454 04 05 06 Welsh-speaking adviser: 03454 04 05 05

