

## Problem with a car repair

For many of us, dealing with car repairs can be stressful as we are not qualified mechanics so are relying on the expert advice of one to solve our problem.

When looking for a car repair centre/ mechanic:

- ask people you trust for a recommendation
- read review sites  
(for example [www.themotorombudsman.org/garage-reviews](http://www.themotorombudsman.org/garage-reviews) )
- check to see if they are members of any trade associations

When you do take your car to the garage, get a full breakdown of what the problem is and the cost of the repairs, before you agree to any work.

If you are unhappy with a repair, the length of time the repair is taking, extra work that has been done without talking to you first or you think the garage has damaged your car you should discuss this with the trader as soon as possible to explain your reasons.

More information and letter templates to help you deal with the problem can be found here [www.citizensadvice.org.uk/consumer/buying-or-repairing-a-car/problems-with-a-car-repair/#h-if-the-repair-is-taking-too-long](http://www.citizensadvice.org.uk/consumer/buying-or-repairing-a-car/problems-with-a-car-repair/#h-if-the-repair-is-taking-too-long)

If you are not getting anywhere with the trader you can report them to Trading Standards via the Citizens Advice consumer service.

You can also see if they are a member of an approved trader scheme or motor trader membership and approach these to help resolve the situation.

Get advice from the Citizens Advice consumer helpline: 03454 04 05 06

Welsh-speaking adviser: 03454 04 05 05