



## Good garage guide is given thumbs up

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Research shows that 93% of motorists would recommend that friends and family use one of Motor Codes' 6,200 nationwide garages.

The findings set out by the regulatory body demonstrate the significant impact the Code has on the customer experience, with subscribing garages averaging 92% overall satisfaction in customer surveys.

Sampling over 3,700 people, the survey questions, set out in accordance with Office of Fair Trading requirements, cover all aspects of the customer experience from the quality of work to the helpfulness of staff.

"Motor Codes is delighted with the latest set of Code Survey results, but this success is down to the hard work, quality, friendliness and high standards of subscribing garages," said Chris Mason, Motor Codes director.

"Two years ago, Motor Codes set out to transform the service and repair sector, turning around its mixed reputation and providing motorists with a nationwide network of trustworthy garages. There's still a long way to go, but Code members can be proud of the great start that has been made in raising standards across the UK's garages."

Earlier this year, Motor Codes held its 'Golden Garages' competition that highlighted some of the country's best garages through independent feedback given by customers. Golden Garages picked out 50 of the country's best service and repair centres as part of the campaign that helped motorists to know the top places to turn for first-class motoring advice and maintenance.