The National Body Repair Association Code of Practice
Approved Consumer Code
Audit October 2026

Background information

The National Body Repair Association (NBRA) is a trade association representing businesses that repair, maintain and service motor vehicles. The Consumer Code of Practice operated by the NBRA was approved under the Consumer Codes Approval Scheme and continues to be subject to monitoring and audit by CTSI.

The NBRA deals principally with consumer-to-business transactions in the non-commercial vehicle repair sector, although a significant proportion of work undertaken by its members is referred through insurance companies. The Code of Practice migrated from the Vehicle Builders and Repairers Association (VBRA) arrangements to the NBRA in 2017. The NBRA operates under the umbrella of the Retail Motor Industry Federation.

At the time of this audit, 250 businesses were signed up to the Consumer Code of Practice. During the reporting period 1 March 2025 to 28 February 2026, 20 new applicants joined the Code.

Audit Process

A Chartered Trading Standards Practitioner completed a desktop audit on behalf of the Chartered Trading Standards Institute (CTSI). The audit was undertaken through a review of the completed pre-audit questionnaire, supporting documentation and records supplied by NBRA, together with follow-up correspondence and clarification where required.

The audit focused on:

1. Progress against the observation arising from the previous audit concerning the member audit questionnaire.
2. The member application process and a sample of recent applications.
3. The ongoing monitoring and auditing of Code members, including a sample of recent new and repeat audits and the operation of remote audits.

4. Membership withdrawals and the arrangements applying when businesses cease to be Code members.
5. Complaints, conciliation, disciplinary arrangements and access to ADR.
6. Code awareness among member businesses.
7. Customer satisfaction and feedback arrangements, including the current monitoring requirements and the use of online reviews.
8. The latest annual report and supporting monitoring information.

Audit Summary

The audit found the arrangements reviewed to be generally satisfactory.

Follow-up with the Code Sponsor focused on three areas:

- **Remote audits:** NBRA agreed that proportionate evidence-based checks should be introduced for key Code requirements when audits are completed remotely, with the intention that this is in place by the next audit.

- **Customer satisfaction monitoring:** NBRA acknowledged that the current monitoring requirements would benefit from review to better reflect current practice and align with recent legislative changes. NBRA has agreed that the review will be completed by the next audit.

- **Complaints and conciliation**: Further clarification was obtained regarding the handling of direct consumer contacts and cases progressing to conciliation. The approach described was found to be consistent with the arrangements set out in the Code and no further action was considered necessary.

Member Application Process

During the reporting period, NBRA received 20 new applications to join the Code.

The audit reviewed a sample of two recent applications. The application process requires businesses first to satisfy the relevant NBRA membership requirements. This includes checks around the suitability of the business, appropriate insurance and the standards expected of a repairer. Applicants are then required to complete the Code audit, either on site or remotely, with any identified actions addressed before approval.

The application documentation reviewed included information on the business and its activities, membership eligibility and relevant declarations. The sampled applications were satisfactorily completed and no issues requiring further follow-up were identified.

Existing Member Inspections/Audit

NBRA's monitoring requirements provide for at least one third of relevant Code members to be audited each year. The audit covers Code awareness and a range of requirements including estimates and quotations, payment, parts, terms and conditions, warranties, completion dates, complaints, customer satisfaction and access to conciliation.

NBRA confirmed that 148 audits were completed during the reporting period, comprising 20 new audits and 128 re-audits. A sample of five recent audit records was reviewed, covering both new and existing members and a mixture of onsite and remote audits. The records reviewed demonstrated use of the standard NBRA Code audit process.

The observation raised at the previous audit concerning the age and content of the member audit questionnaire was revisited. NBRA confirmed that a formal review has not yet been completed but considers the existing checkpoints remain relevant and valid. Any future review is intended to simplify the process rather than reduce the level of assurance. On the basis of the explanation provided, no further action is considered necessary in relation to the previous observation.

The audit also considered the operation of remote audits. NBRA acknowledged that these necessarily place greater reliance on information provided by the member and proposed strengthening the process through proportionate evidence-based checks of key Code requirements, for example by reviewing relevant terms and conditions or warranty documentation. NBRA intends to introduce this enhancement by the next audit.

Observation
NBRA has agreed to introduce proportionate evidence-based verification for key Code requirements during remote audits by the next audit. This should strengthen the assurance provided by the existing audit process.

Membership Withdrawal and Sanctions for Non-Compliant Member Businesses

NBRA confirmed that 20 Code members ceased membership during the reporting period. The auditor reviewed the reasons provided and was satisfied that the departures were for legitimate business or membership-related reasons and did not give rise to concerns about Code compliance.

Exit correspondence reviewed requires former members to remove RMI and association signs, logos and certificates from their premises, stationery and websites once membership has ceased.

There were no disciplinary sanctions imposed during the reporting period, and NBRA confirmed that there has not previously been a case giving grounds for formal disciplinary action or sanctions.
No issues requiring further action were identified in this area.

Marketing and Advertising by Member Businesses

Audited members are provided with digital versions of the NBRA Code logo and physical signage and are encouraged to use these on company collateral.

The member audit includes a check that advertising is reviewed to ensure it complies with the spirit of the Code. The sampled audit record reviewed was marked compliant in this area. No further issues were identified.

Terms and Conditions and other Pre-Contractual Information

The member audit includes checks covering estimates and quotations, payment terms, parts, contractual terms and conditions, warranties, completion dates and cancellation arrangements.

A sample of recent member audit records was reviewed as part of the desktop audit, and these areas were recorded as compliant.
No issues requiring further action were identified.

Consumer Complaints Process

The National Conciliation Service provides ADR for the Code.
During the reporting period, two businesses were involved in conciliation. One case was closed following withdrawal by the consumer, while the other remained ongoing at the time of the audit.

Further clarification was sought on how direct consumer contacts are handled. NBRA explained that complaint details are not recorded at the initial point of contact and that consumers are directed to the appropriate route, including the National Conciliation Service where relevant. The auditor was satisfied that this approach is consistent with the complaints and conciliation arrangements set out in the Code.
No further action was considered necessary.

Customer Satisfaction and Feedback

NBRA's current monitoring requirements provide for customer satisfaction to be considered as part of the member audit, including whether a customer satisfaction system is in use and whether a summary of trends and results is maintained. The monitoring requirements identify possible sources including insurance companies, websites and Google.

NBRA confirmed that Google Reviews are currently used as its primary source of customer satisfaction information for reporting purposes.

During the audit, NBRA acknowledged that the existing monitoring requirements were established some time ago and would benefit from review to better reflect current practice and align with recent legislative changes.

NBRA has agreed that the review of its customer satisfaction monitoring arrangements will be completed by the next audit.

Observation
NBRA should complete its review of the customer satisfaction monitoring requirements by the next audit, taking account of current practice and recent legislative changes.

Conclusions

NBRA continues to operate the Code effectively and to promote compliance amongst its members. The evidence sampled during the audit did not identify any substantive areas of non-compliance.

The audit identified two areas where the existing monitoring arrangements could be strengthened. These relate to the introduction of proportionate evidence-based checks for remote audits and the review of customer satisfaction monitoring arrangements to better reflect current practice and recent legislative changes.

Overall, the auditor was satisfied with the arrangements reviewed. The two observations identified during the audit are intended to support further improvement and development of the existing monitoring framework.