



Bosch Car Service

Consumer Code of Practice

Your guide to the standards and practices of the Bosch Car Service network



Contents

Welcome to Bosch Car Service	4
Our commitment to 100% happy customers	5
What's covered by the Code of Practice?	6
Always trying harder to work better	7
Commercial practices	10
The customer's role	11
Resolving customer complaints	13
Further development of this Code of Practice	15

Contact details:

Robert Bosch Ltd
Bosch Car Service, Broadwater Park,
North Orbital Road, Denham UB8 5HJ
01895 838 849
bcs@uk.bosch.com
www.boschcarservice.co.uk



© Robert Bosch Ltd
Reproduction and/or duplication of all or any part of this publication
is only to occur with the written permission of Robert Bosch Ltd.



Welcome to Bosch Car Service

Bosch is a household name offering thousands of products from domestic appliances to power tools and gardening equipment – all with an outstanding reputation for quality.

When it comes to the automotive industry, Bosch is the largest independent spare parts provider to vehicle manufacturers and has been for over 100 years.

We're no stranger to the aftermarket either, as Bosch has operated approved repairer schemes for over 90 years. For you, the customer, this experience has come together in the form of the Bosch Car Service network (BCS).

The BCS network unites all the benefits offered by a reputable local garage together with the unrivalled support and expertise available from Bosch as a global supplier of automotive technology.

The BCS network is made up of carefully selected independent garages with an ongoing commitment to the highest levels of technical and customer service. BCS garages are often family run, so their owners are directly involved in the day-to-day management of the business.

To make sure the highest standards are maintained, all BCS garages participate in a programme of quality and performance checks. You can recognise a BCS garage by its distinctive sign, which features the words Bosch Car Service along with the blue, white and red BCS logo.

For further information on Bosch Car Service, please refer to www.boschcarservice.co.uk and for more information on the Bosch Group please refer to www.bosch.co.uk



Our commitment to 100% happy customers

When you visit a Bosch Car Service garage you can depend on our expertise to get the job done. Regardless of how well you know your car, you can always feel confident in the advice you are given and the standard of workmanship you will receive. That's why Bosch have produced this Code of Practice for our approved network of garages.

This Code of Practice sets out in a clear way what you can expect from our network. Each and every one of our approved garages works within these guidelines and we offer comprehensive training so we can be sure everyone's on board with our customer commitment. Because we believe our garages' standards should be second to none, this Code of Practice has also been approved by the Chartered Trading Standards Institute (CTSI) – garages are therefore authorised to display the CTSI logo.

Our 8-point customer commitment at a glance:

- We always treat customers with fairness and respect
- Clear and uncomplicated billing
- Work will always be carried out in a timely fashion
- We will not sell you unnecessary parts, services or guarantees
- Complaints will be dealt with fairly and quickly
- Like-for-like quality parts are always used
- All repairs will be conducted in line with manufacturers' recommendations
- Our promotions and advertising will be honest and truthful

In the unlikely event one of our BCS network members falls short of our high standards, we have included information on how we resolve any disputes fairly. You'll find more about this on page 13. The Bosch Car Service Code of Practice is intended to offer extra reassurance on top of your consumer rights.



What's covered by the Code of Practice?

The Bosch Car Service Code of Practice covers the work our network undertakes every day when repairing or servicing your car or light commercial vehicle.

This work could include:

- Standard interval servicing – whether it's part of a major or minor service schedule
- General mechanical repairs – on items like your brakes, transmission, steering or exhaust system
- Fault finding and problem solving – on work relating to items like auto electrics, air conditioning electronics, cooling and wiping systems
- Fault diagnostic service – such as the detection and correction of faults within modern electronic control systems associated with fuel injection, engine management, ignition systems and braking systems

You may find some of our garages offer additional services to these such as:

- Bodywork
- MOT testing
- Tyres
- Vehicle recovery

Please note: Our BCS network offer a wide range of additional services. These services are generally covered by customer protection schemes additional to this Code of Practice. Your BCS network member will provide details about coverage for these additional services.



Always trying harder to work better

This part of the Code of Practice explains the way we work and the procedures we follow to make sure Bosch Car Service garages always offer you a high level of care and attention.

Customer care

BCS garages will:

- Never discriminate for any reason and will treat all customers with courtesy, respect and fairness
- Make every effort to understand your needs and expectations and will not recommend or carry out work that is not required or is unnecessarily expensive
- Before starting, check that you fully understand and agree to the work that is to be carried out. Including an explanation of the work, the parts required, the overall costs including VAT and warranty coverage
- In the case of vulnerable or disadvantaged customers, demonstrate the highest level of patience, understanding, care and helpfulness to ensure that the customer has access to and is able to make a balanced and informed choice of services and/or products
- Not use any high pressure selling techniques to carry out work, but will let you know about any action that should be carried out on the grounds of safety, reliability or simply good customer care

Costs and charges

BCS garages will:

- Offer and, if required, provide you with a detailed written estimate that includes the cost of parts, labour, any other costs or services and VAT
- Before continuing, seek your authorisation for any work or costs that become apparent during the work phase but were not previously agreed
- In the event of diagnostics work, provide costs before starting the job
- Display details of accepted payment methods (credit cards, etc) within the customer reception area

Finishing on time

BCS garages will:

- Provide you with a realistic completion time
- Use a formal diary or management booking system to underpin completion times
- If a delay becomes unavoidable, give you as much notice as possible to allow you to agree alternative completion arrangements or to exercise the cancellation rights afforded to you by this Code of Practice

Replaced parts

BCS garages will:

- Make available upon request, parts removed or replaced for customer inspection within a reasonable time frame

Invoices

BCS garages will:

- Provide an invoice which clearly shows details of labour charges, parts replaced, consumables used and any other service routines carried out
- Ensure that the content and value of the final invoice will correspond to those details previously quoted, subject to additional work being authorised by the customer
- Include on the final invoice recommendations or observations regarding the need for further work or concerns related to safety aspects

Warranty (guarantee)

BCS garages will:

- Guarantee their work
- Respect and abide by the statutory rights protecting customers by law
- Provide you with clear and accurate details of the warranty coverage before and after the completion of work
- Not engage in the high pressure selling of additional guarantees

After sales service

BCS garages will:

- Respond promptly and effectively to any of your enquiries relating to work they previously carried out
- Investigate and rectify queries or problems associated with the original repair and/or service, wherever possible at no cost
- Before starting any additional work, discuss and agree with you any charges which have become necessary
- Seek at all times to minimise any additional charges and ensure these charges are proportional to the original repair and/or service that was provided

Workmanship

BCS garages will:

- Unless requested by you and subject to availability, supply service parts of an equivalent or matching quality to those fitted as original equipment
- Repair and service your vehicle in accordance with specifications published by Bosch or to vehicle manufacturer specifications as published by industry-recognised providers of such information

In addition, a BCS garage may offer a local service and the content of this work will be clearly detailed either through a document menu, a display board or through discussion.



Commercial practices

Here's how important legal and commercial matters are handled.

Contract terms

BCS garages will:

- Comply with the Unfair Terms in Consumer Rights Act 2015

This ensures that your rights and obligations are balanced with the BCS garage and that contracts are presented in a plain and easy to understand way.

Cancellation rights

BCS garages will:

- Allow you to cancel the repair/service agreement at any time, in writing, subject to any legal right to cancel the agreement without liability
- Hold you liable for no more than any reasonable costs already incurred up to the time of cancellation. These costs may include labour and parts for work already completed plus the cost of other parts or services ordered or obtained but which cannot be cancelled, returned or resold
- Where a repair/service agreement is cancelled, always minimise any costs

Prepayments

BCS garages will:

- Provide a clear receipt which details the value of the payment made and the exact nature of the product and/or services that this payment relates to
- Confirm how such a deposit or prepayment is protected by the BCS garage

Advertising & promotion

BCS garages will:

- Comply with the UK Non-broadcast Advertising and Direct & Promotional Marketing and all other statutory requirements



The customer's role

As a customer of the Bosch Car Service network, you have a real opportunity to help make the Code of Practice work and to help us monitor and improve the performance of individual BCS garages.

This section details how you may assist.

Opinion and feedback

It's important to measure how successful we've been in achieving customer satisfaction. We appreciate that your comments, good or bad, will help greatly in delivering this Code of Practice.

We are currently reviewing our customer satisfaction processes to ensure that your feedback is received, and our code will be updated once we have this process securely in place.

Customer requirements

When you arrange a repair and/or service, please help the garage to meet your needs by:

- Giving as much information as possible, e.g. symptoms or concerns, or any previous repair history of the vehicle
- Discussing and understanding the nature of the work that's suggested
- Agreeing any specific or special requirements that the BCS garage is expected to meet
- Letting the receptionist know if your car is covered by a vehicle manufacturer's warranty or a mechanical breakdown warranty. Also show the receptionist any policy documents that you have. This information is important since the BCS garage will need to understand the conditions of this warranty so its terms may be followed



Resolving customer complaints

Our responsibility to our garages

This section of the Code of Practice describes the responsibilities Bosch has to ensure that the BCS garages follow this Code of Practice and develop the Code of Practice in future so that it continues to benefit our customers.

Monitoring and compliance with this Code of Practice

To ensure that the BCS Code of Practice is followed, Bosch will:

- Biennially audit our BCS network members to ensure they adhere to the criteria and guidelines set by Bosch
- Conduct regular mystery shops to test the technical and customer handling skills of the BCS network
- Review and assess customer complaints and customer satisfaction feedback to determine any need to revise this Code of Practice or take action against a BCS garage. Our scheme allows for a variety of measures, ranging from actions to improve BCS garage performance, through to expulsion of a garage from the BCS network

Together with Bosch, the Bosch Car Service network has a strong commitment to customer satisfaction and will always work with you to resolve a complaint fairly and quickly. Should the complaint remain unresolved, then you have the option of pursuing independent Alternative Dispute Resolution (ADR) via conciliation or ultimately independent adjudication.

This section of the Code of Practice describes the complaint handling procedure.

Step 1: Complaining to the BCS garage

- Should you feel dissatisfied, complaints should be made firstly to the BCS garage concerned. This may be done either in person, over the phone or in writing
- If you wish to write to the BCS garage but are unsure of who to contact, then the BCS garage will confirm the postal address and relevant contact name. If requested, the BCS garage will supply this information to you in writing
- Should you prefer to pursue a complaint through another person or a recognised consumer organisation like Trading Standards, Citizens Advice, etc, then the BCS garage will continue to co-operate fully to resolve the complaint
- The BCS garage has in place a clear procedure for recording and dealing with customer complaints. The responsibility for dealing with complaints will rest with the BCS Principal or another nominated individual. Details of the right person to contact will be provided on request
- The BCS garage will acknowledge written complaints within 5 working days of receiving them
- The BCS garage will set out to resolve any complaint within 21 days of receiving it

Putting things right

If you're ever dissatisfied with the quality of our repair or service then your BCS garage will do everything they can to put things right.



Further development of this Code of Practice

In the unlikely event that matters can't be resolved together, our customer care procedures include the provision of Alternative Dispute Resolution (ADR). In short, this means that any complaints that you cannot resolve with the BCS garage will be passed to an independent body who will recommend a resolution.

The ADR provider to the BCS network is the National Conciliation Service; this body is audited and certified by the Chartered Trading Standards Institute (CTSI) to provide independent ADR. Please note that ADR is only available if the BCS garage concerned has first had the opportunity to engage with the customer. That is, ADR is part of a process and is not the first step in resolving a dispute.

Step 2: Our conciliation process

- If you are unhappy with the final outcome of your complaint with the BCS garage, you can forward the details of your complaint to The National Conciliation Service (www.nationalconciliationservice.co.uk) at contact@nationalconciliationservice.co.uk. They will deal with your complaint independently, at no cost to you.
- The BCS garage will cooperate with the ADR provider as this is a requirement of their membership.

Step 3: Independent adjudication

- Should you remain dissatisfied with the ADR recommendations, you may select for independent adjudication by writing an official notice to Bosch. However, you can only do this provided no more than 6 months have passed since the receipt of the final conclusion letter
- An independent adjudicator will then look into your complaint further. The recommendations of the adjudication will supersede all prior proposals and will be binding on the BCS garage only. You will remain free to reject this proposal
- The independent adjudication service is only available if you have looked to resolve your complaint using the Conciliation Service

Our disciplinary procedures

To ensure that compliance of this Code of Practice is enforced, Bosch will:

- Subject any incidents of non-compliance which cannot be resolved through the BCS quality development process to disciplinary measures
- Apply disciplinary measures that will be proportional to the nature and circumstances of the non-compliance. These will range from a detailed review discussion with the BCS garage, further detailed scrutiny of the BCS garage using a programme of site audits through to expulsion of the BCS garage from the BCS network
- In cases where disciplinary action resulted from a customer complaint, inform the customer directly of the action taken
- Ensure that all disciplinary measures taken by Bosch are independently checked to ensure that such measures are carried out in an objective, fair and uniform way

To ensure the content of the Code of Practice remains relevant and appropriate Bosch will:

- Endeavour to keep BCS garages fully informed of the changes in consumer expectations, best working practices and/or legislation relating to this code. To this end Bosch will consult with consumer bodies to review the validity of the Code of Practice's content and application

© Robert Bosch Ltd
Reproduction and/or duplication of all or any part of this publication
is only to occur with the written permission of Robert Bosch Ltd.

