



West Yorkshire
Trading Standards
**Motor Trade
Partnership**

Build customer confidence through the Motor Trade Partnership scheme

Businesses we partner with

A quality scheme that strives to promote best practice and excellent customer service, the Motor Trade Partnership works with the following types of businesses:

- **New vehicle sales** (cars, motorbikes, light haulage)
- **Used vehicle sales**
- **Repairs and servicing**
- **Sale and fitting of parts and accessories**

Every Motor Trade Partnership member makes a commitment to fair and honest practices and are regularly monitored by a dedicated team here at West Yorkshire Trading Standards.



Call us on 0113 2530 241

West Yorkshire Trading Standards Motor Trade Partnership
Nepshaw Lane South, Morley, Leeds, West Yorkshire, LS27 7JQ

e: mtp@wyjs.org.uk

w: wyjs.org.uk/mtp

 West Yorkshire Joint Services



With highly publicised mis-selling practices coupled with high numbers of customer complaints, some consumers are apprehensive when it comes to buying a vehicle or choosing where to have their vehicle serviced or repaired. To help consumers across West Yorkshire purchase cars or have repairs with confidence, West Yorkshire Trading Standards operates the Motor Trade Partnership scheme.

On a monthly basis, complaints about used vehicles consistently appear in the top five consumer goods and servicing complaints received by Citizens Advice. A staggering 11,000 complaints were made about the sale of used cars over the last year (Dec'16 to Nov'17) covering damaged, stolen or badly repaired insurance write-offs.

Other common complaints were those relating to repairs and servicing, with over 4,500 complaints being made during the same period. The purchase of new cars also provides cause for customer concern, with Citizens Advice receiving an average of 146 complaints per month.*



Why become a member?

With the rise in social media it is increasingly difficult to stand out from the crowd. Consumers are no longer making decisions based upon price as they look to reviews and accreditations to provide them with confidence that they will be treated fairly.

Being a member of the Motor Trade Partnership will help show customers that you are reputable and are committed to providing a quality service. Launched over 17 years ago, the Motor Trade Partnership promotes best practice and excellent customer service.

As a Motor Trade Partnership member, consumers can be confident that you:

- Have an approved customer complaints procedure, ensuring that there are clear pathways to resolving problems;
- Are thoroughly compliant with all relevant legislation regarding the sale of new and/or used vehicles;
- Carry out thorough vehicle checks to ensure each is fit for sale;
- Partake in annual audits by West Yorkshire Trading Standards.

* <https://www.citizensadvice.org.uk/about-us/difference-we-make/advice-trends/>

The benefits of membership

- ✓ **Use of the Motor Trade Partnership marque across your marketing collateral** - social media (Facebook, Twitter, etc.), website, showroom, stationery and brochures - showing approval by West Yorkshire Trading Standards.
- ✓ **Help and guidance** will be on hand from a dedicated Trading Standards' contact on areas such as customer complaints and legal compliance.
- ✓ **Assistance with the analysis of customer complaints** to help identify trends and root cause.
- ✓ **Regular updates on consumer law changes** to help you keep your staff up-to-date on legal issues and challenges.
- ✓ **Discounted training packages**, including Consumer Rights Act training.

How to become a member

Before you can become a member of the Motor Trade Partnership, you will have to meet specific criteria and checks set by West Yorkshire Trading Standards.

The cost of annual membership depends upon your gross annual turnover. The current membership fees are shown below:

Gross Annual Turnover	Fee Payable (excl VAT)
Band 1 - Under £1 million	£385
Band 2 - Under £2 million	£440
Band 3 - £2 million and over	£495

To have an informal chat about the process and all of the benefits you can enjoy please call us:

Tel: 0113 2530 241

"Being a member of the Motor Trade Partnership means that our customers can use our services with confidence"

Jayne Priest
Managing Director, Jayray Vehicle Solutions Ltd.

