

Who Are The Members?

Current members of the scheme are:

Benfield Honda

Concorde Way, Preston Farm,
Stockton on Tees

Central Car Sales

Norton Avenue, Norton,
Stockton on Tees

Driven

Mandale Triangle, Thornaby,
Stockton on Tees

Maddren Brothers Car Sales

Leeholme Road, Billingham,
Stockton on Tees

Mercedes-Benz Teesside

Concorde Way, Preston Farm,
Stockton on Tees

Norton Lodge Car Sales

Maritime Road ,
Stockton on Tees

Teesside Audi

Brooklime Avenue, Preston Farm,
Stockton on Tees

Sherwoods

Concorde Way, Preston Farm,
Stockton on Tees

Members display the distinctive logo on their business premises or in their advertisements.

Who Do I Contact?

If you are interested in joining the scheme contact:

Frankie Russell

Tel: 01642 526525

email:

trading.standards@stockton.gov.uk

If you require consumer advice about a car bought from a member or any other consumer issue contact:

Consumer Direct on

08454 040506



Stockton-on-Tees
BOROUGH COUNCIL



DO THE RIGHT THING

STOCKTON TRADING STANDARDS
AND MOTOR TRADE PARTNERSHIP



Driving Standards Up

The Scheme

It is a partnership between Stockton Trading Standards and the motor trade within the area.

The aim of the scheme is to improve existing standards of customer satisfaction and to promote a fair and honest trading environment.

An updated list of members is available on our website at

www.tradingstandards.gov.uk/stockton

Who Can Join?

The scheme is open to any business dealing with new and used vehicle sales that has traded in the area for at least 6 months. An annual membership fee is payable.

Businesses are only admitted to the scheme following an audit by trading standards.



Consumer Benefits

- ✓ Members must pass an audit before being admitted to the scheme to ensure the strict terms and conditions of the scheme are being met.
- ✓ Members must trade to the letter and spirit of consumer protection law.
- ✓ Members and their staff must have a working knowledge of relevant civil and criminal legislation.
- ✓ Members must have adequate systems in place to ensure vehicles are accurately described, correctly priced and sold in a roadworthy condition.
- ✓ Members must follow the scheme's complaints procedure to deal with customer complaints.
- ✓ Where a customer complaint is unresolved after 14 days, the business must refer the consumer to trading standards for further advice.
- ✓ All vehicles must be sold with 6 months road tax, an MOT certificate no older than 4 weeks and a HPI check.

Trading Standards Role

- ✓ We will track the trading activities of all members of the scheme through complaints monitoring and follow up audits.
- ✓ We will ensure that relevant legislation is met – membership of the scheme does not preclude action by Trading Standards where necessary.
- ✓ Allocated contact officer for each member for legal advice.
- ✓ We will maintain a regularly updated public register of members.
- ✓ We will undertake random audits of members to ensure on-going compliance with the scheme's principles.
- ✓ We will cancel a membership at any time if a business does not abide by the principles or commitments of the scheme.

