

NEWS RELEASE

Wilco Motosave Ltd receive Trading Standards Awards

West Yorkshire Trading Standards Motor Trade Partnership is delighted to be able to present five of the Wilco Motosave Ltd members with "Excellent Customer Service" Awards. This clearly demonstrates their commitment to consumer care and is something that all motor traders & repairers should be aiming to achieve.

The branches that have received such awards are:

Wilco Motosave Ltd, Allerton Road, Bradford
Wilco Motosave Ltd, Bradford Road, Huddersfield
Wilco Motosave Ltd, Bruntcliffe Road, Morley
Wilco Motosave Ltd, Weeland Road, Knottingley
Wilco motosave Ltd, Willowbridge Road, Castleford

The Motor Trade Partnership has been in operation now for over five years and its success at improving standards has been clear to see. Members are encouraged to contact Trading Standards when a customer complaint arises and take advice on what statutory rights the consumer has, this helps the member to resolve issues quickly and effectively.

Graham Hebblethwaite, Chief Officer of the West Yorkshire Trading Standards Service said, "Customer satisfaction can be very difficult to achieve. Consumers are now more demanding and their expectations are higher, and rightly so. Wilco Motosave have struck the right balance and have proved that it is not impossible to please your customers and provide them with an excellent service. "

Councillor Keith Wakefield, Deputy Chair of the Trading Standards Committee said, "The Motor Trade Partnership is an excellent example of a pro-active partnership that helps consumers in West Yorkshire. Members go through a rigorous annual audit and are monitored throughout the year; they receive free training and advice to help them to improve their standards. Those garages that have joined the scheme are clearly making a positive statement that they are committed to customer care."

Further details of the Motor Trade Partnership and its members can be found on www.mtp.wyjs.co.uk or alternatively contact Consumer Direct on 08454 04 05 06.

NOTES FOR THE EDITOR

The Presentations took place on Monday 20th November 2006, 2.00pm at the Head Office of Wilco Motosave Ltd, Forster Court, Hunslet, Leeds.

Photograph attached from left - Gill Wilkinson - Wilco Motosave, Helen Andrews- Trading Standards, Cllr Derrick Yates- Trading Standards Committee, Austin Clark- Wilco Motosave

For further information please contact Helen Andrews on 0113 3836 433.

