

### **Quotes from Users of the SCOTSS Car Guide (both car trade and Trading Standards staff)**

“I thought the guide was easy to use and a great tool for giving advice on the phone or online to consumers as well as businesses. A useful reference to have handy.”

“Very good, informative guide. Also well received by officers.”

“About time something like this came out”

“We do everything above board at it is”

“Giving people 6 months rights on a used car is unfair”

“Officers consider the guide to be excellent and very useful.”

“I believe that this is a very detailed and comprehensive book”

“May be too advanced for most motor dealers who would rather pose a question to TS to find out what the advice would be.”

“Very helpful, covers all areas, can be referred to easily when giving business advice – very fair”

“It is a valuable tool which we’ve used to increase trader awareness and compliance”

“The guide is clear, comprehensive and sets out the legal obligations.”

“The use of examples should be helpful to businesses.”

“I thought this was an excellent idea and gives us something to present to dealers in trying to reduce the number of complaints we receive.”

“Officers’ opinion is that it is very good, especially the flowchart.”

“All were ‘interested’ but with varying degrees. No negativity was witnessed. Some traders were aware of the old guidance which had been circulated to them many years ago so were interested in the updated material. Also traders were interested in being able to use the guide as a form of ‘rebuttal’ for some of the nonsensical claims that consumers make with regard to ‘faulty vehicles’.”

“Well laid out and comprehensive, useful for officers to go through as well.”

“Guide was received very positively by both officers and the trade. Gives clear and concise advice and information and with good examples and scenarios”

“All have agreed it is a good indicator of best practice but not sure we would class anyone as having “adopted” the guide. Examples are representative of true life scenarios and illustrate

the practical approach which is often required as opposed to the black and white legislative advice sometimes provided by partner agencies.”

“All but one or two are small businesses with a single premises, no formal training or compliance procedures etc and who therefore initially found the guide a bit intimidating. However, once explained to them and its benefits in protecting their business they were receptive.”

“Generally well received by traders”.