



Forum of Mobility Centres

ORGANISATION PROVIDING A SERVICE TO CONSUMERS WHO HAVE A COMPLAINT AGAINST VEHICLE MANUFACTURERS AND MOBILITY SPECIALISTS

<p>SOCIETY OF MOTOR MANUFACTURERS AND TRADERS (SMMT) Forbes House Halkin Street London SW1X 7DX Consumer Advice Line: 0870 751 8270 Website: http://www.smmt.co.uk</p>	<p>SCOTTISH MOTOR TRADE ASSOCIATION (SMTA) Palmerston House 10 The Loan South Queensferry Edinburgh EH30 9NS Tel: 0131 331 5510 Fax: 0131 331 4296 Email: info@smta.co.uk Website: http://www.smta.co.uk</p>
<p>LOCAL AUTHORITIES CO-ORDINATING BODY ON TRADING STANDARDS (LACOTS) Trading Standards/Consumer Protection Departments are run by Local Authorities and offer free impartial and practical advice to consumers. They are responsible for fair trading and consumer protection. Further details from: The Consumer Advice Centre of your Local Authority.</p>	<p>THE AUTOMOBILE ASSOCIATION (AA) For members only. Has advice and negotiation unit that deals with problems concerning technical aspects and will take up complaints with manufacturers, garages etc. Provides expert advice and assistance on legal aspects of motoring related subjects and, in certain cases, will arrange legal representation.</p> <p>Further details from: AA Contact Centre, Lambert House Stockport Road Cheadle SK8 2DY Disability Helpline: 0800 262 050 Legal Services: 0800 0855 844 Fax: 0191 235 5111 Website: http://www.theAA.com</p>
<p>OFFICE OF FAIR TRADING Fleetbank House 2-6 Salisbury Square London EC4Y 8JX Tel: 020 7211 8000 Fax: 020 7211 8800 Email: enquiries@oft.gov.uk Website: http://www.oft.gov.uk</p> <p>A Government Department which produces publications and leaflets about the laws protecting consumers. Useful titles include: -</p> <p>"Cars - Buying a new or used car."</p>	<p>CITIZENS ADVICE BUREAU Will provide advice on what to do and who to approach with regard to a consumer complaint. Further details from: National Association of Citizens Advice Bureau 115- 123 Pentonville Road , London N1 9LZ Tel: 0207 8332181, Local Branch Office in your local telephone directory. Web: http://www.citizensadvice.org.uk</p>

"Used Cars - A guide for people who know little about them."

"How to Cope with Doorstep Salesmen."

"Buying by Post."

"Working for you to ensure you get a fair deal."

"How to put things right."

"Don't Wave your Money Goodbye."

"Creditwise - your Guide to Trouble Free Credit."

Leaflets can be obtained from the Consumer Advice Centre of your Local Authority and The Office of Fair Trading.

MOBILISE ORGANISATION
Registered Office &
National Headquarters
Ashwellthorpe
Norwich
NR16 1EX
Tel: 01508 489449
Fax: 01508 488173
Email: enquiries@mobilise.info
Web: <http://www.mobilise.info>

VEHICLE INSPECTORATE
A Government Agency which investigates safety defects resulting from deficiencies in design or construction of vehicles and their component parts. Cannot get involved in disputes.
Further details from:
Vehicle Inspectorate Executive Agency
Berkeley House
Croydon Street
Bristol
BS5 ODA
Tel: 0117 954 3272.

Whilst Forum has taken every care to ensure the information provided in this document is accurate, Forum does not endorse or make any representations as to the quality, cost or availability of the products, services, and suppliers listed here. Forum cannot in any circumstances accept liability of any kind arising out of or in connection with the use of this information or any reliance placed on it by any person.

JUNE 2009