



**MOTOR INDUSTRY OMBUDSMAN  
OF SOUTH AFRICA**

FOUNDER MEMBER OF THE OMBUDSMAN ASSOCIATION OF SOUTH AFRICA NPC  
2001/004871/08

TEL: 010 590 8378 FAX: 086 630 6141  
SUITE 156, PRIVATE BAG X025, LYNNWOOD RIDGE, 0040  
E-MAIL: [info@miosa.co.za](mailto:info@miosa.co.za)  
[www.miosa.co.za](http://www.miosa.co.za)



13 January 2023

## **Accreditation of the South African Automotive Industry Code of Conduct and the Motor Industry Ombudsman of South Africa**

The 17<sup>th</sup> of January 2023 marks eight years since the South African Automotive Industry Code of Conduct (Code) came into effect. The Code and the Motor Industry Ombudsman of South Africa (MIOSA) were accredited by the Department of Trade Industry and Competitions in terms of Section 82 of the Consumer Protection Act 68 of 2008 (CPA). The MIOSA existed on a voluntary basis years before the CPA came into being. Therefore, the accreditation served as a catalyst within the automotive industry as the MIOSA became the custodian of the Code and the only accredited Ombud Scheme to provide for Alternative Dispute Resolution (ADR) in this sector.

Except for performing an ADR function, the Code mandates the MIOSA to conduct ongoing awareness on both consumers and the automotive industry. It is also a requirement of the Code for the industry participants to record their information with the MIOSA and to contribute to its budget.

Since the inception of the Code, the MIOSA has grown from strength to strength and prides itself in a speedy resolution of complaints, seamless recording of the industry participants including the awareness and education programmes.

The MIOSA successfully sailed the storms over the years, such as the COVID-19 pandemic and complied with the newly introduced legislations such as Protection of Private Information Act (POPIA) and Promotion of Access to Information Act (PAIA).

In order to give consumers more access to their service, the MIOSA introduced an online application system in 2017. Since the launch of this system, the response and complaint duration has improved tremendously. According to the last quarterly report the majority of complaints lodged with the MIOSA were resolved within 28 (twenty-eight) business days. The speedy resolution is boosted by the Information and Liaison Department which serves as the first call resolution. The MIOSA operates from Monday to Friday. Monday to Thursday between 8h30am and 16h30pm and Fridays from 8h30am to 16h00pm. Consumers and industry participants can call the MIOSA to seek advice or to follow up on their complaints.

Issued by Lucious Bodibe (Public Affairs Manager) on behalf of the Motor Industry Ombudsman of South Africa.

Board of Directors:  
Chairperson: Dr. M. Phosa  
Executive Directors: J.H.L. van Vreden (Ombudsman), L. Lubbe, E. Engelbrecht  
Non-Executive Directors: Adv. N. Lolwane, Adv. R. Netsianda, Adv. S. Tleane