

The complaint

Mr L says he had extra costs when his car was being repaired.

What happened

Mr L got a new car in December 2023 through a hire agreement with Motability.

In March 2024, the car developed a fault and needed repairs.

Motability paid Mr L £150 for travel to the garage. When that payment was delayed, they gave him another £150.

While the car was being fixed, Motability also paid about £500 for taxis and gave him a courtesy car for part of the time.

Mr L felt this wasn't enough and asked our investigator to look into it.

The investigator thought Motability acted fairly. Mr L disagreed, so the complaint came to me for a final decision.

What I've decided – and why

I've considered all the available evidence and arguments to decide what's fair and reasonable in the circumstances of this complaint.

I agree with the investigator's opinion.

I think the compensation that Motability has paid has been fair.

They paid £250 to cover the costs of the journeys Mr L had to make to the garage and to compensate Mr L for the delay in getting some of that money to him.

As Mr L is disabled it was very important that Motability kept him mobile. I think they did that as they paid about £500 for taxis and provided a courtesy car for some of the time.

Mr L hasn't shown any proof of other costs. Based on what we know, the payments seem reasonable and match what we usually award in similar cases.

Mr L's car was later seized by the police and Motability ended his contract. I understand this upset him, but that issue is separate. Motability will look into that, and if Mr L isn't happy with their response, he can bring that complaint back to us.

My final decision

For the reasons I've given above, I don't uphold this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr L to accept or reject my decision before 26 December 2025.

Phillip McMahon
Ombudsman