

Problems with Insurance Repairs

This fact sheet is for information only. You should seek legal advice if you are unsure about your rights.

Main ideas

- Insurers are responsible for the repairs they organise.
- If the repair is poor or you are having problems with the repairers, complain first to the insurer.
- If the insurer does not fix the problem, complain to AFCA.
- Taking the insurer to court is a last option. Get legal advice.

In this fact sheet:

[Insurers are responsible for the repairs they organise](#)

[Complain to your insurer if you are unhappy with the repairs](#)

[If your car or property has been repaired by the other driver's insurer](#)

Insurers are responsible for the repairs they organise

Read the scope of works carefully.

Complain to your insurer if you are unhappy with the repairs

[If your car or property has been repaired by the other driver's insurer](#)

If your car or property has been repaired by the other driver's insurer

Get legal advice.

Need more help?

For a list of other resources, visit our [Useful Resources](#) page.
Last updated: December 2024