

If you have a complaint against a BVRLA Member you must follow that Member's complaint procedure before contacting us.

Using the BVRLA conciliation service

If you are unable to resolve your dispute with one of our Members you can refer to our conciliation service.

How do I complain?

Details of your complaint should be submitted in writing to the BVRLA or using the complaint form contained within this document.

What happens next?

We will acknowledge your complaint within 5 working days and will then investigate your dispute using our informal conciliation procedure. We will request information from the Member concerned and assess your activities against the BVRLA's Code of Conduct before making any decision.

We aim to resolve all disputes within 14 working days.

BVRLA Arbitration Panel

If the BVRLA is unable to resolve a dispute using our informal conciliation service then the matter can by request from either party, be referred to the formal Arbitration Panel. This Panel will independently review the matter with its decision being binding on both parties

A dispute referred to the Arbitration Panel is actioned and a decision given to all parties within 30 working days.

Please note that using our conciliation service does not preclude the customer's right, or the Member's right to take separate legal action.

Disputes outside of our jurisdiction

The BVRLA is unable to resolve disputes that have been booked through a third party or non Member organisation. We are unable to fully investigate disputes arising outside of the UK, as the scope and application of our Code of Conduct extends only to Members operating within the UK.



BVRLA Complaint Form

So that we can investigate your complaint speedily and efficiently please fill in the form below and submit it to the BVRLA. Pressing Tab will take you to the next field.

Your Details (This should be the details of the person who signed the agreement)

Surname		Title	
First Name			
Address for Correspondence			
Daytime Phone Number/ Mobile Number			
E-mail Address			

Details of the Member you are complaining about

Members Name	
Branch/Head Office Address ¹	
Agreement or Reservation number or other reference	

When did the problem you are complaining about happen?
When did you first complain to the Member?

Day	Month	Year

¹ Please note the BVRLA has no jurisdiction to deal with complaints against vehicle rentals or leases outside the UK. Only Rental or Leasing Members operating within the UK are subject to our Code of Conduct and we are therefore unable to invoke our conciliation service for such complaints.

Please click on the boxes to select

	YES	NO
Have there been any court proceedings relating to your complaint or are any court proceedings pending? ²	<input type="checkbox"/>	<input type="checkbox"/>
Have you contacted any ombudsman or other complaints body about your complaint?*	<input type="checkbox"/>	<input type="checkbox"/>

*If you have answered YES to the above question please give details below

Please give a brief overview of your complaint

Please tell us more about your complaint

Please use this page to list the **main points** of your complaint.
Attach copies of relevant correspondence that will assist in setting out the points of your complaint.
If you need more space, please continue on a separate piece of paper and attach it to this form.

² If your complaint has gone to court proceedings stage it has gone beyond any jurisdiction the BVRLA has and we will be unable to assist you further.

How would you like the Member you are complaining about to put the matter right for you?

Your permission for us to go ahead

I would like the British Vehicle Rental and Leasing Association to consider my complaint. I understand that:

- In the first instance you will try and resolve the complaint through an informal conciliation procedure, where the BVRLA will request information from the Member involved with regards to my complaint and, based on my information and the information from the Member, will comment on the validity of my complaint. (This normally results in the complaint being resolved.)
- If either party is not happy with the outcome of informal conciliation, a formal conciliation procedure can be invoked whereby an independent committee of Rental or Leasing Members will review the complaint and report their findings.
- To help prevention of similar complaints in the future you may publish examples of where things can go wrong, based on real cases, but without mentioning the identity of anyone involved.

Signature

Date

Please return this completed form to:

Karen Smith
Legal Services Administrator
BVRLA
River Lodge
Badminton Court
Amersham, Bucks
HP7 0DD

E-mail: complaint@bvrla.co.uk
Fax: 01494 434499

Have you...

- ✓ Included everything you want to tell us about your complaint?
- ✓ Enclosed copies of relevant documents?