



Annual Activity Report October 2016 – September 2017

Introduction

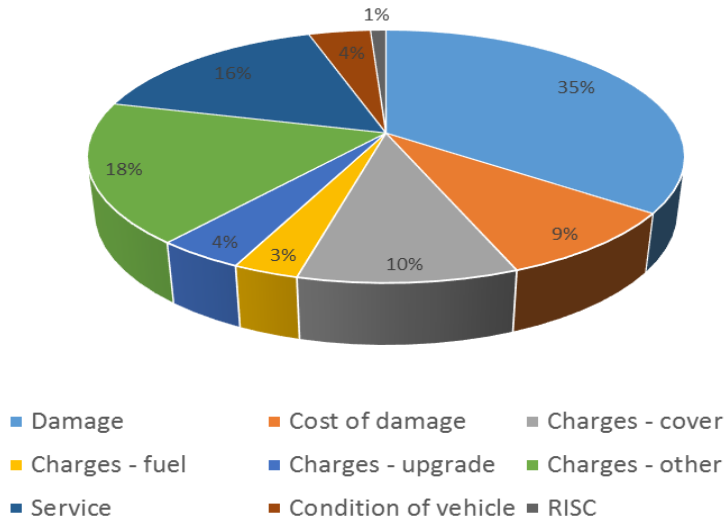
This report provides a summary of complaints investigated by the BVRLA between 1 October 2016 and 30 September 2017. The BVRLA is approved by Government as a Consumer ADR body under the Alternative Dispute Resolution for Consumer Disputes (Competent Authorities and Information) Regulations 2015 and this report covers the first year of approval.

Complaints investigated by the Association were carried out in line with the requirements set out in the BVRLA's Code of Conduct. Each complaint is investigated to identify whether a BVRLA member has breached any of the mandatory conditions set out by the Code.

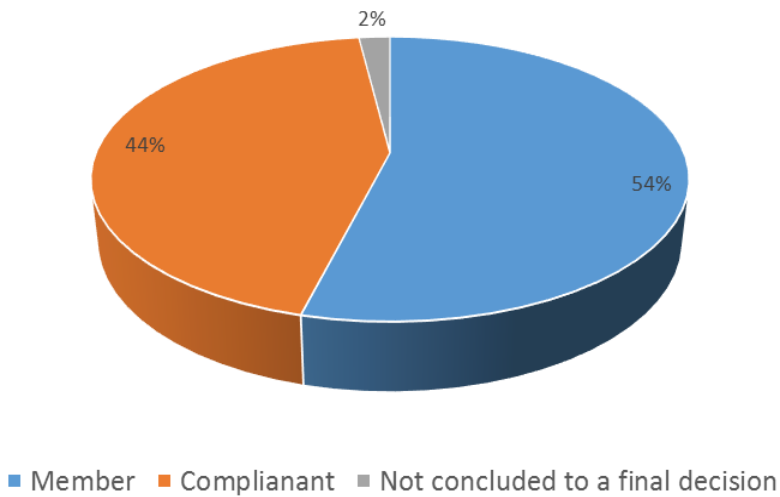
October	138
November	151
December	83
January	136
February	104
March	112
April	126
May	134
June	150
July	146
August	171
September	176
Total	1627

Vehicle Rental Complaints

Reasons Rental Customer Raised a Dispute

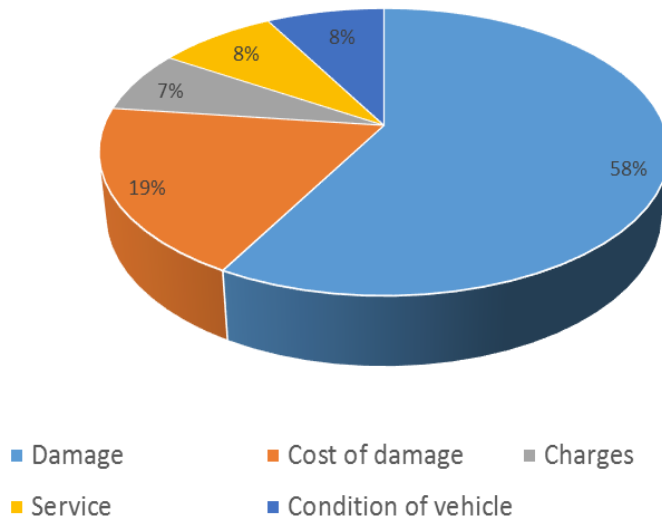


Outcome of Rental Complaint

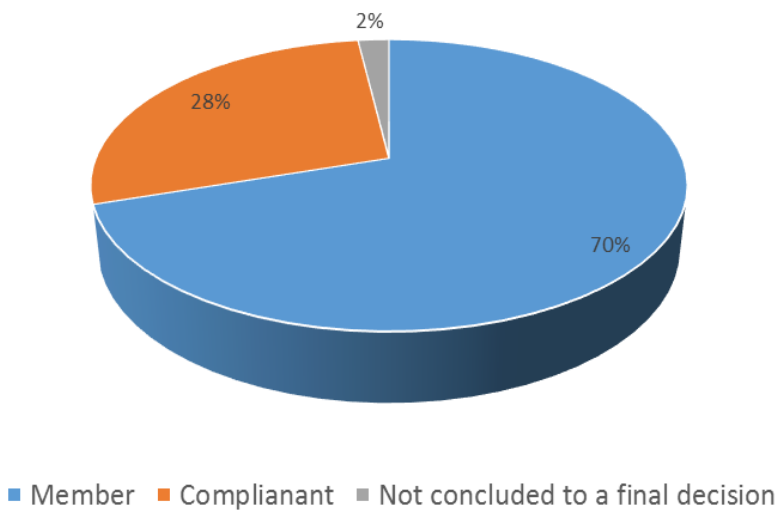


Vehicle Leasing Complaints

Reason Leasing Customer Raised a Dispute



Outcome of Leasing Complaint



Summary of complaints

The average time taken to resolve a complaint in 2017 was 17 days, which is below the published target of 30 days.

Analysis shows that complaints were upheld in favour of the complainant when the documented evidence to support the charges was incomplete, unclear or missing.

The two key reasons why complaints were upheld in favour of the complainant:

- i) members not adhering to their stated company procedures e.g. leasing companies not recording all readily apparent damage at the point of collection
- ii) members not being able to provide supporting evidence to substantiate their position e.g. the additional charges not being clearly recorded on the Rental Agreement.

There were no gross failings or breaches of the BVRLA's Code of Conduct by members.

Rental

Damage or the cost of damage was the most common reason for rental complaint.

Recommendation - Disputes can be reduced if companies carried out the pre and post rental inspections in the presence of the customer, and agreeing on any damage both before and after the rental.

If out of hours returns are permitted rental companies should ensure customers are made aware of their liability until the vehicle is inspected.

Rental companies should ensure that customers are notified of any damage as soon as it has been identified prior to the amount being charged to the customer's nominated method of payment.

The customer should be provided with clear justification for any damage charge, and provided with all necessary supporting evidence, including the pre and post rental reports, photographic evidence and a repair estimate or quote from the damage rate matrix.

Leasing

The majority of leasing complaints relate to end of lease damage charges that the customer believes are fair wear and tear. The conciliation service reviews evidence of the disputed damage and compares this against the member's vehicle return standard as agreed with the customer.

Recommendation - Disputes could be avoided if customers were reminded of the return standards within a reasonable period prior to the vehicle being collected.

Leasing companies should make customers aware that when considering early termination of a vehicle they still remain liable for any excess mileage and end of contract damage.

Disputes we have refused to deal with

5% of complaints received were declined as they had not received a final decision from the member, court proceedings or another ADR investigation had commenced, or the trader was not a member of our association.

2% of cases were discontinued as the member came to an amicable resolution with the customer prior to the BVRLA making a decision.

Compliance

The decision of the conciliation service is binding on our member, as a condition of BVRLA membership. Compliance is therefore 100%.

Cross-border Disputes

The BVRLA does not co-operate with any network of ADR entities that facilitate cross-border disputes, as all disputes must relate to a UK rental or leasing transaction.