



ADR Procedures

ADR Officials

Sallie Catchpole – Conciliation Service Manager
Stephen Dix – Conciliation Service Officer
Sarah Philp – Conciliation Service Officer
Rick Connors – Conciliation Service Officer

These are permanent ADR appointments

ADR Procedural Rules

The complainant must have first fully exhausted our member's own internal complaints procedure and received their final decision.

Unresolved disputes may be referred to the BVRLA by either the complainant or the member involved, however the member cannot initiate a complaint against the customer.

The service is free of charge to the complainant.

The complaint must be submitted in writing.

Details should be submitted by email to: complaint@bvrla.co.uk. Please complete and return our [complaint form](#) giving us authority to act on your behalf.

If the customer does not have access to email, details can be sent by post to:

BVRLA
River Lodge
Badminton Court
Amersham
HP7 0DD
or
Fax: 01494 434499

The BVRLA will aim to resolve the matter using the information presented by both parties to the dispute. Any information requested from the member should be sent to the BVRLA within five working

days. This information may include documentation, photos, videos, audio, and transcripts of calls. Based on the information available, the BVRLA will provide both parties with its findings and recommendations.

The BVRLA aims to resolve complaints through the Conciliation Service within 30 days. The Conciliation Service will investigate potential breaches of the Codes of Conduct, which sets out the standards the BVRLA expects from its members. The Conciliation Service can only look at matters that relate to disputes arising from the activities of BVRLA members.

Please note that Associate member complaints are not covered by the Conciliation Service as they do not adhere to a BVRLA Code of Conduct.

Where the Conciliation Service finds in favour of the customer, we will look to ensure that any unjustified charges incorrectly raised by the member are refunded in full. The service cannot adjudicate on the quantum of the amount charged, only on whether the charge was correctly raised.

The Conciliation Service does not have any jurisdiction to award compensation payments.

BVRLA members must comply with the rulings of the Conciliation Service.

Use of the Conciliation Service does not restrict the rights of a complainant to pursue remedies through the courts. Customers are not obliged to retain a lawyer or legal advisor but may seek independent legal advice or be represented or assisted by a third party at any stage of the procedure.

The Conciliation Service cannot look at complaints that are deemed to be frivolous or vexatious.

The Conciliation Service cannot look at complaints where court proceedings have already commenced.

The Conciliation Service can accept complaints in any European language, however responses will be provided in English.

The complainant can withdraw from the procedure at any time once it has commenced.