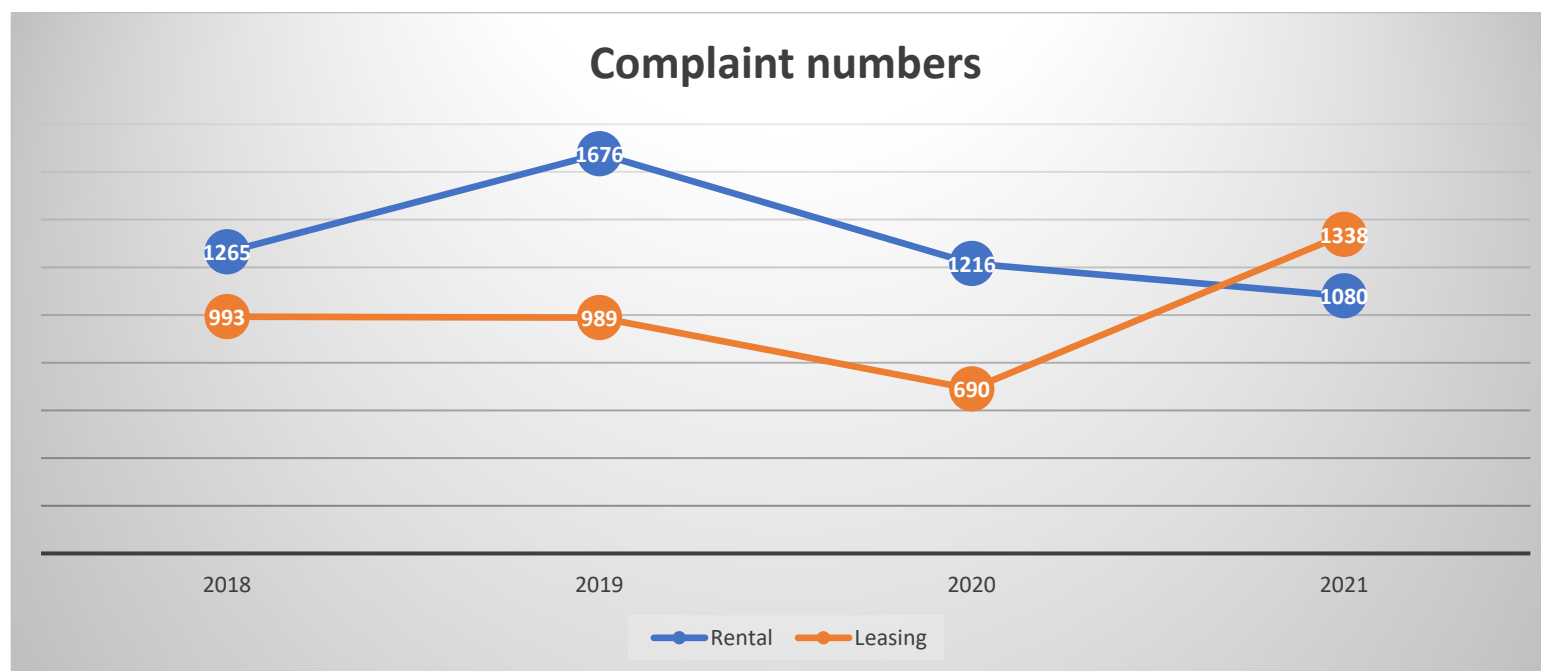


Alternative Dispute Resolution Report 2021

Key Statistics

This report provides a summary of complaints investigated by the BVRLA between 1 January 2021 and 31 December 2021. In 2021 we received a total of **2418** complaints, 1080 rental and 1338 leasing.

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. 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.

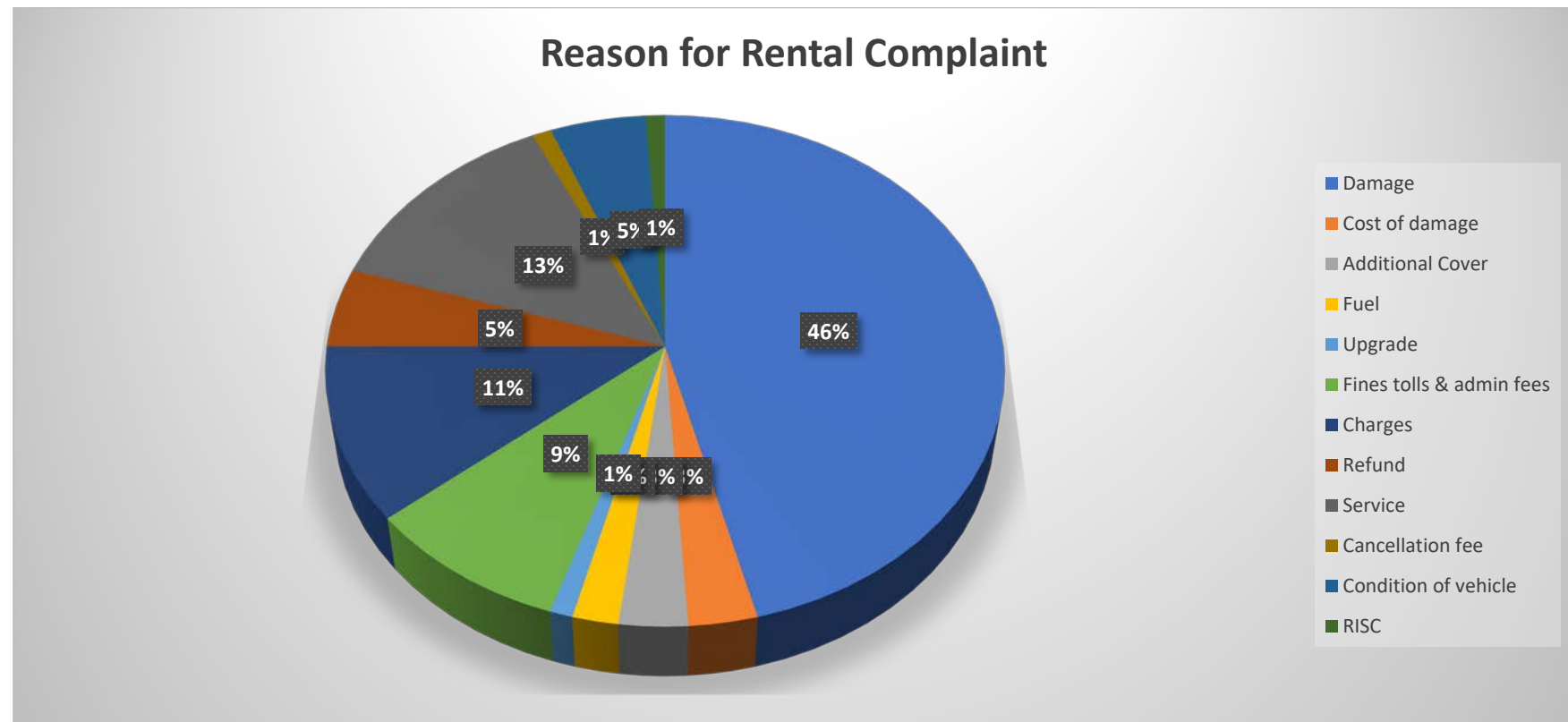


Main areas of growth/reduction and why?

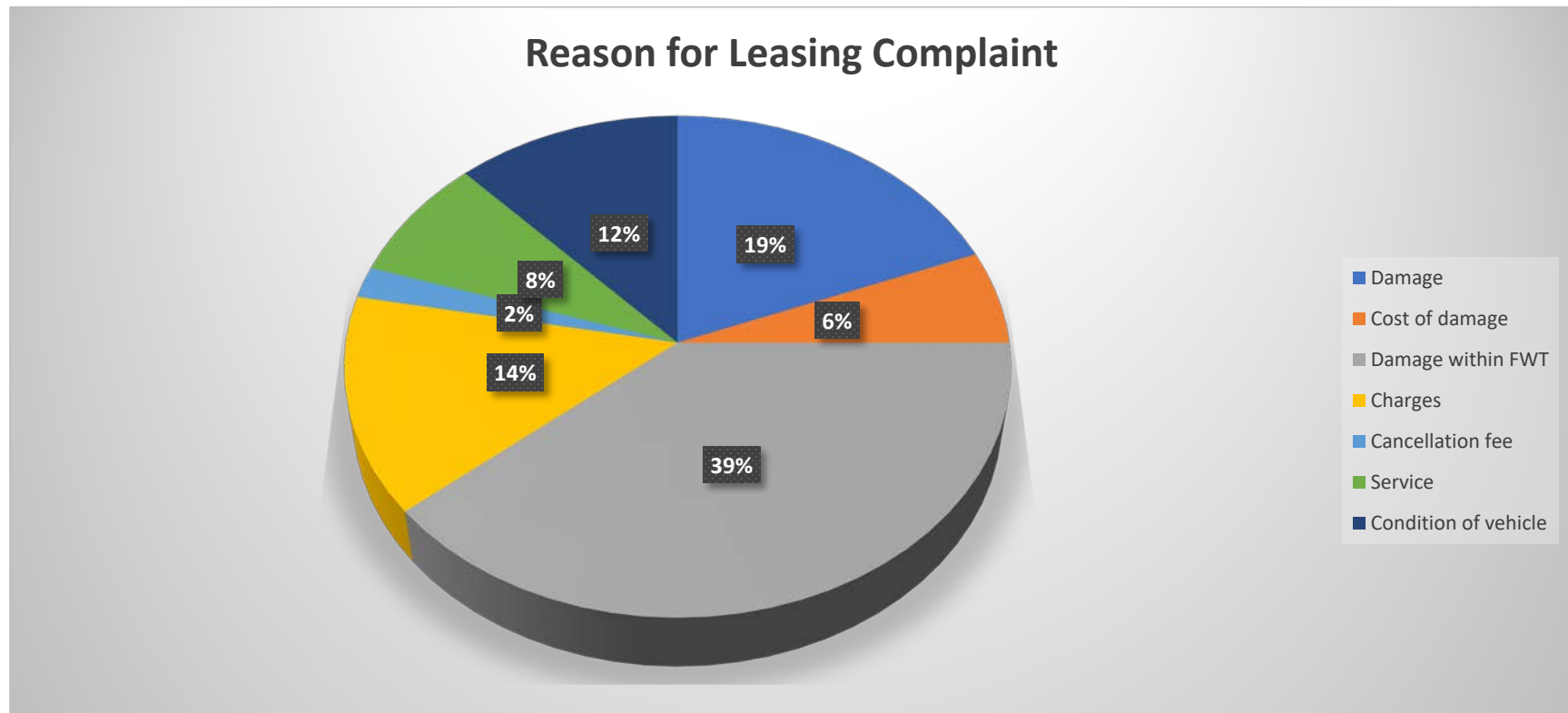
Rental complaints were down this year by 11% due to the reduction in inbound travellers to the UK renting at airports and tourist destinations, caused by the ongoing Covid-19 pandemic and travel restrictions. This was however offset by an increased demand for delivery vans. We have also dealt with an increase in complaints regarding refunds when the customer was unable to travel due to lockdowns. Car club complaints continued to increase in 2021 due to the growing popularity of this sector, with most complaints relating to membership disputes and parking fines.

Leasing complaints increased by 93% due partly to the delays in the delivery of new cars caused by the global semi-conductor shortage. Volumes of complaints have also been impacted by customers' changed financial circumstances caused by the pandemic. We have also had a large leasing company join the association who refers all their customers to our service in their final decision letter.

Reasons for complaint



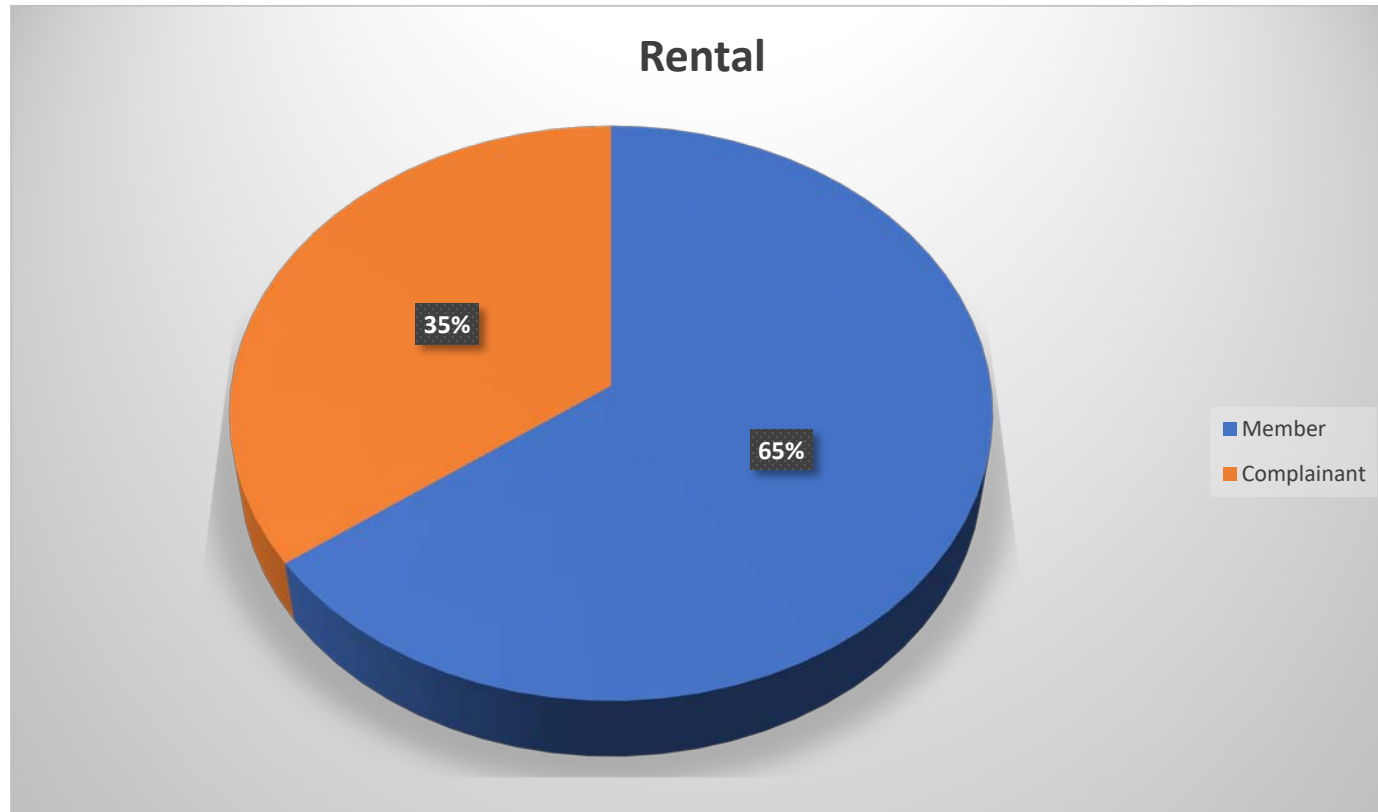
Damage and the cost of damage continues to be the main cause for rental complaints. Customers also dispute additional charges such as optional additional cover, fuel, and upgrades. There has also been an increase in the number of complaints relating to traffic fines and unpaid tolls.

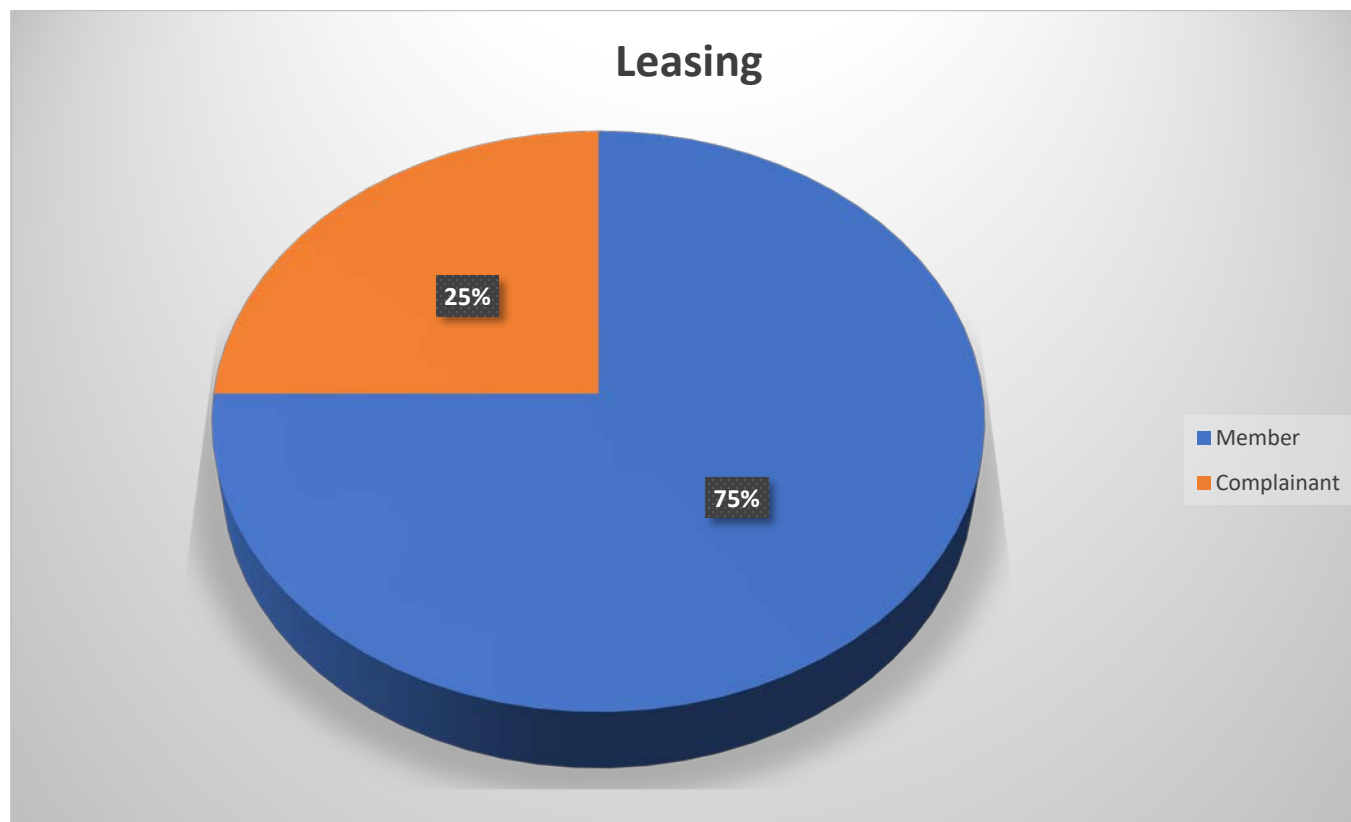


Damage continues to dominate why leasing customers complain. In the above chart “Damage” relates to customers who dispute the damage was present on collection as it may not have been recorded on the collection report or relates to a poor previous repair. “Damage within FWT” relates to customers who don’t dispute the existence of the damage but feel it fell within the BVRLA Fair Wear and Tear Guidelines. 12% of complaints are

regarding the “Condition of vehicle”, where they claim there was a fault that meant the vehicle was not fit for purpose, or where a vehicle was supplied with the incorrect specification.

Outcome of Complaints





The majority of complaints for both rental and leasing are found in favour of the member which is to be expected given that the complaint should have been through the member's own complaint procedure first and any failings addressed by the member prior to the complaint reaching the BVRLA.

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

The average time taken to resolve a complaint during this period was 18 days, which is below the published target of 30 days.

Feedback

The following comments were received both positive and negative:

- I am really appreciative of your understanding of the situation and absolutely impressed by your acting so swiftly. It feels good to know that there are institutions like yours that are serious about defending customers from abusive behaviours and have the power to do so.
- Thank you so much for resolving this issue. It has been extremely stressful trying to get to the bottom of it. I knew that we had not done anything wrong and was starting to lose hope. I am so pleased I stumbled across this service and impressed with the efficient work you carry out.
- I honestly have no idea why such a body as yours even exists other than in this instance to seemingly whitewash and add an air of legitimacy to proceedings.
- Whilst the experience of dealing with the company directly was incredibly stressful and time consuming, I wanted to share that dealing with the BVRLA has been incredibly positive, seamless and professional. I therefore wanted to take the time to thank you for your effort in getting the case resolved.
- I felt like I was getting nowhere with getting the problem resolved until the company sent me a bill and threatened solicitors if not paid. I wrote out my case, attached my proof to the submission and in three days I got a positive response from BVRLA that my case had been resolved in my favour. For me, this is exactly what I had hoped the service to be. It had been a stressful time trying to sort this issue with a big company seemed to act with impunity and it's nice to feel recognised and helped out.

Systematic problems and recommendations

Damage is always the number one complaint. Rental damage disputes could be reduced if companies carried out the pre and post rental inspections in the presence of the customer, agreeing on any damage both before and after the rental. Leasing damage disputes could be avoided if customers were reminded of the return standards within a reasonable period prior to the vehicle being collected.

There has been a big increase in complaints relating to cancellation fees and refunds since the pandemic. With rental, the BVRLA followed the CMA guidance which said that refunds should be issued if rental customers were unable to travel due to lockdowns or travel restrictions. Rental companies should issue refunds as soon as possible and not insist on customers accepting vouchers.

With regards to leasing, due to the pandemic and global semi-conductor shortage there is a long delay in the delivery of new cars resulting in customers wanting to cancel orders. Leasing companies and brokers should ensure customers are fully aware of timescales and ensure they provide regular communication.

Disputes we have refused to deal with – 8% 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. These are not included in the recorded complaints received.

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.