

Alternative Dispute Resolution Report 2023

1. **the number of domestic disputes the ADR entity has received;**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| No. enquiries received (domestic) | No. enquiries received (cross-border) | No. disputes received (domestic) | No. disputes received (cross-border) | No. disputes accepted (continued to case)  (domestic) | No. disputes accepted (continued to case) (cross-border) |
| 3930\* | 0 | 3461 | 0 | 3321 | 0 |

1. **the types of complaints to which the domestic disputes and cross-border disputes relate;**

Types of disputes:

* + Additional cover
  + Cancellation fee
  + Charges
  + Condition of vehicle
  + Cost of damage
  + Damage
  + Damage within fair wear and tear
  + Fines, tolls, and administration fees
  + Fuel
  + Refund
  + RISC
  + Service
  + Upgrade

1. **a description of any systematic or significant problems that occur frequently and lead to disputes between consumers and traders of which the ADR entity has become aware due to its operations as an ADR entity;**

Damage remains the primary source of rental complaints, with consumers frequently disputing associated charges. Additional concerns include charges for optional cover, fuel, and vehicle upgrades.

In leasing agreements, end-of-contract damage is the most common cause of disputes. Consumers often challenge whether the damage was pre-existing, contest the repair costs, or argue that it falls within the BVRLA Fair Wear and Tear Guidelines. Further complaints relate to vehicle condition, with claims that faults rendered the vehicle unfit for purpose or that the supplied vehicle did not match the agreed specifications.

1. **any recommendations the ADR entity may have as to how the problems referred to in paragraph (c) could be avoided or resolved in future, in**

**order to raise traders’ standards and to facilitate the exchange of information and best practices;**

Rental damage disputes could be minimised if companies conducted pre- and post-rental inspections in the presence of the consumer, ensuring mutual agreement on any existing or new damage. For unattended returns, such as car clubs or fast-track services, consumers should be promptly notified of any identified damage, supported by high-quality photographs and tracking information.

To prevent end-of-contract leasing disputes, consumers should receive a timely reminder of the return standards before the vehicle is due for return. Additionally, all damage should be clearly documented, with supporting images recorded at the point of collection.

1. **the number of disputes which the ADR entity has refused to deal with, and the percentage share of the grounds set in paragraph 13 of Schedule 3 on which the ADR entity has declined to consider such disputes;**

|  |  |
| --- | --- |
| Total no. of disputes rejected | 140 |

|  |  |  |
| --- | --- | --- |
| **Reason** | **No. rejected** | **Percentage of**  **rejected** |
| a) the consumer has not attempted to contact the  trader first | 125 | 89% |
| b) the dispute was frivolous or vexatious | 0 | 0% |
| c) the dispute had been previously considered by  another ADR body or the court | 3 | 2% |
| d) the value fell below the monetary value | 0 | 0% |
| e) the consumer did not submit the disputes within the  time period specified | 2 | 1.5% |
| f) dealing with the dispute would have impaired the  operation of the ADR body | 0 | 0% |
| g) other (enquired too early, not yet complained to  trader, trader not member, advice call etc… | 10 | 7% |

1. **the percentage of alternative dispute resolution procedures which were discontinued for operational reasons and, if known, the reasons for discontinuation**;

|  |  |  |
| --- | --- | --- |
|  | **No. discontinued** | **Percentage of**  **discontinued** |
| Discontinued for operational reasons | 0 | 0% |

1. **the average time taken to resolve domestic disputes and cross-border disputes;**

|  |  |  |
| --- | --- | --- |
|  | **Domestic** | **Cross-border** |
| Average time taken to resolve disputes  (from receipt of complaint) | 21 days |  |
| Average time taken to resolve disputes  (from ‘complete complaint file’) | 15 days |  |

|  |  |
| --- | --- |
| Total average time taken to resolve disputes | 21 days |

1. **the rate of compliance, if known, with the outcomes the alternative dispute resolution procedures (amongst your members, or those you provide ADR for)**

The decision of the ADR service is binding on our members as a condition of BVRLA membership. Compliance is therefore 100%.

The ADR service found in favour of the consumer in 39% of rental complaints and 22% of leasing complaints and the consumer received a full or partial refund.

There were no gross failings or breaches of the BCRLA Code of Conduct.

\* Estimated values based on internal data