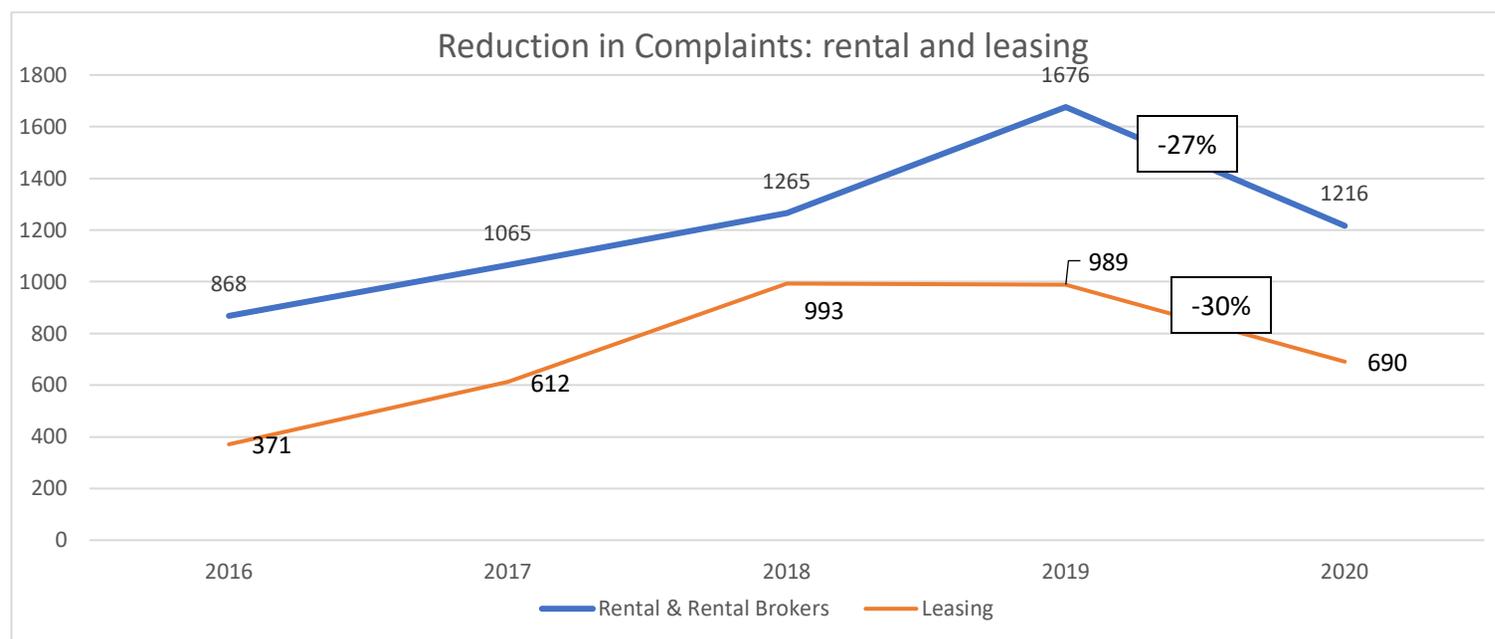


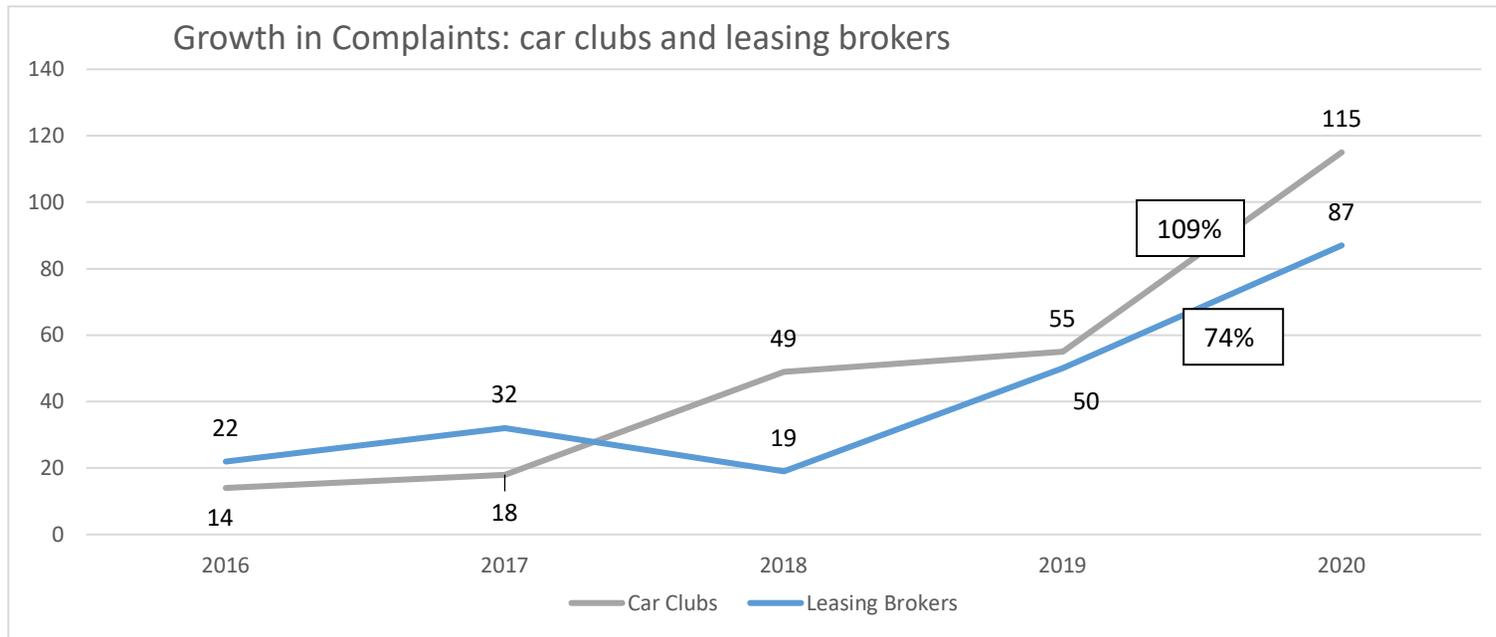
Alternative Dispute Resolution Report 2020

Key Statistics

This report provides a summary of complaints investigated by the BVRLA between 1 January 2020 and 31 December 2020.

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.





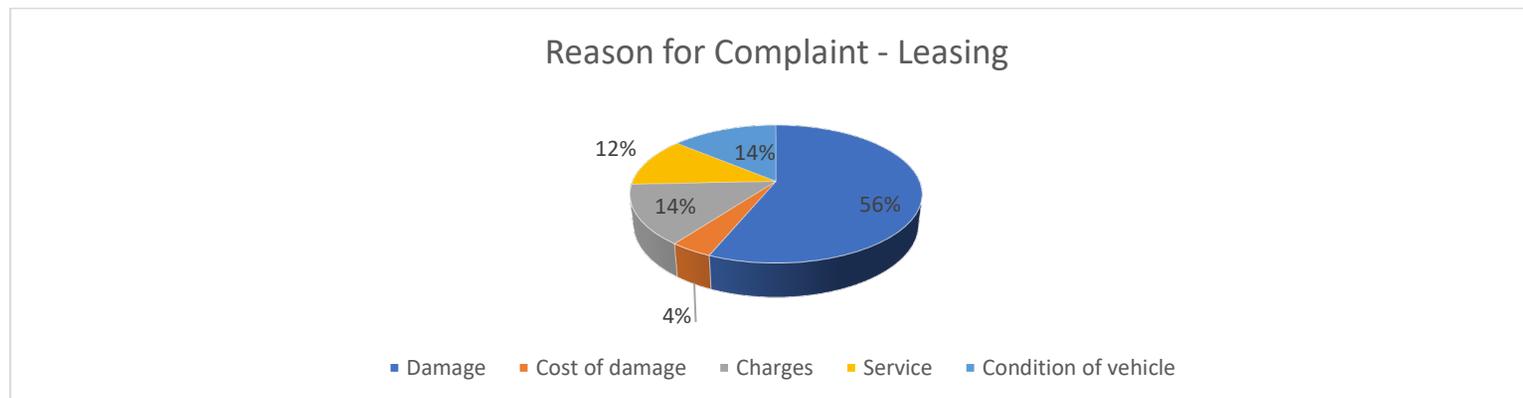
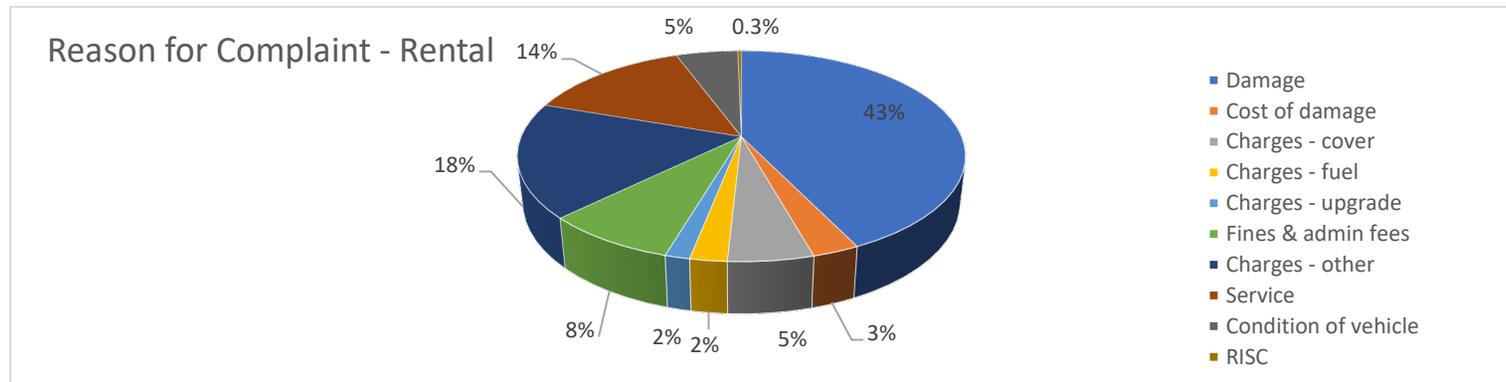
Main areas of growth/reduction and why?

With rental complaints reducing this year by 27% and leasing complaints reducing by 30% it is clear the COVID-19 pandemic has impacted on the number of complaints we received. Although having drilled into the leasing complaints in more details some of the companies who were big users of our service previously are now low users, in the main due to improved processes and improved customer services.

Leasing broker complaints have increased significantly though again this is believed to relate to the COVID-19 pandemic and an increase in circumstances changing and customers needing to cancel orders. We have also seen a growth in complaints relating to vehicle condition on delivery and vehicle specification varying between order and delivery. The latter point normally relates to inaccuracies in the information from data providers.

Car club complaints also increase significantly in 2020, this was in part to do with the growing popularity of car clubs and complexities with parking in London resulting in vehicles being left in the wrong bay and subsequent penalty charge notices which the customer disputes.

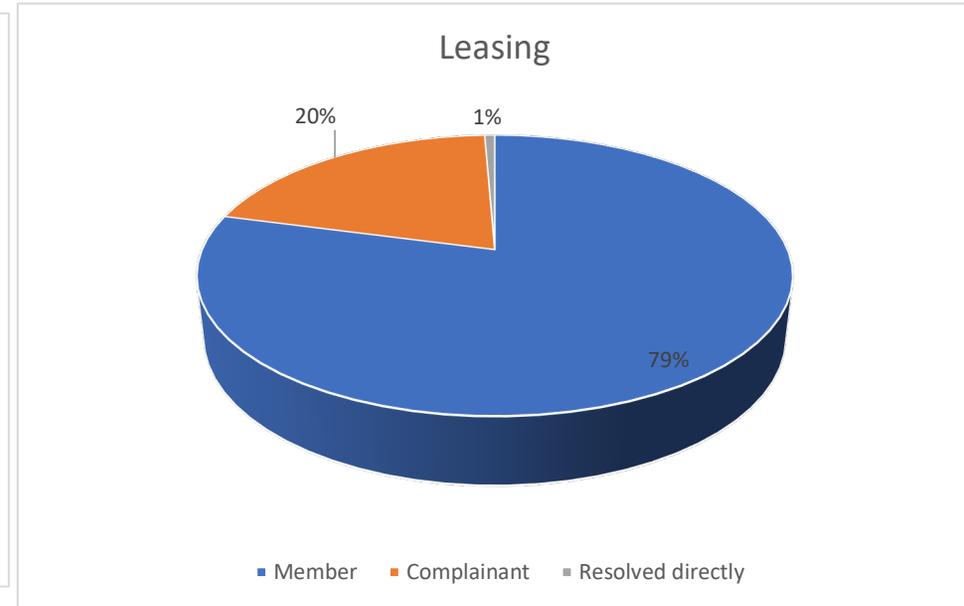
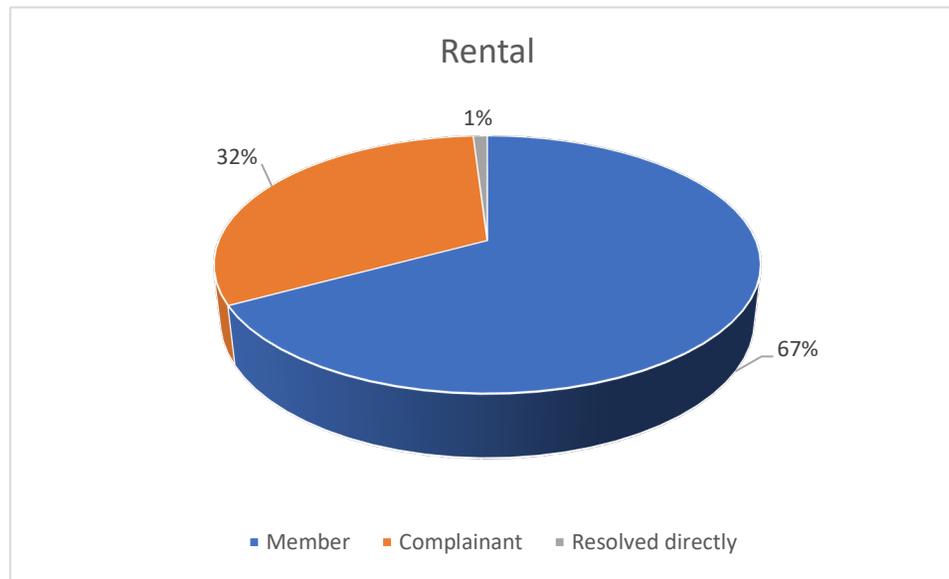
Reasons for complaint



Damage continues to dominate the reason people complain, in leasing this relates to damage being outside the fair wear and tear standard and for rental it is the existence of damage.

We have reviewed the reason for complaint categories and will be adding new ones for 2021 including: cancellation fee, damage within fair wear and tear and refund.

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 20 days, which is below the published target of 30 days.

Feedback

The following comments were received both positive and negative:

- This is such good news, I should have wrote to you guys from the start. Thank you very much for this! Stress over. Thank you!
- So the BVRLA is an association is clearly set up to protect its members and not consumers. This is quiet clear from your email below and the whole complaint process in place with XXX and the BVRLA.

- I am pleased to inform you that my account has been credited. Thanks very much for your help. I couldn't have done it without you.
- We are extremely grateful for the attitude you have shown us. We are convinced that an institution like you fully protects the rights of citizens in the European Union.
- Thank you, you and BVRLA have been terrific in helping me with this issue from the very beginning. Please pass on my commendation of you to your supervisor, and I would also be happy to provide a testimonial about BVRLA's services as well.
- Thank you for the refund, which is very gracious of you. You have upheld XXX's reputation and I will be happy to return to them in the future. I will take care to return the vehicle in a better condition next time.
- It really is quite terrible just how many customers believe it is okay to incur damage and not expect to be charged. My team and I are grateful for the continued support of the BVRLA disputes reconciliation team. (Member)

TSI Audit

The BVRLA had an audit from the Trading Standards Institute (TSI) in 2020, in a written report, the Trading Standards Institute concluded that overall BVRLA and ECRCs have shown to be providing an effective ADR service. It also praised the work of the ADR team, saying: "CTSI was impressed with the knowledge of the ADR officials and the thorough process carried out when making a decision."

The review assessed the BVRLA and European Car Rental Conciliation Service (ECRCs) ADR services, reviewing compliance against set criteria covering:

- Access to the ADR body
- Expertise, Independence, and Impartiality
- Conflict of Interests
- Transparency
- Effectiveness
- Fairness
- Legality
- Grounds for refusal

Plans for 2021

In 2021 we will be spending more time reviewing complaints found **not** in favour of members and looking at:

- Do they show a need for training?
- Is there a clear Code breach which compliance should be aware of?
- Are new trends emerging?

We will also be looking at reviewing the consumer advice available on our website to ensure it is in line with current business practices. There will also be a BVRLA Code of Conduct review in 2021.

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.