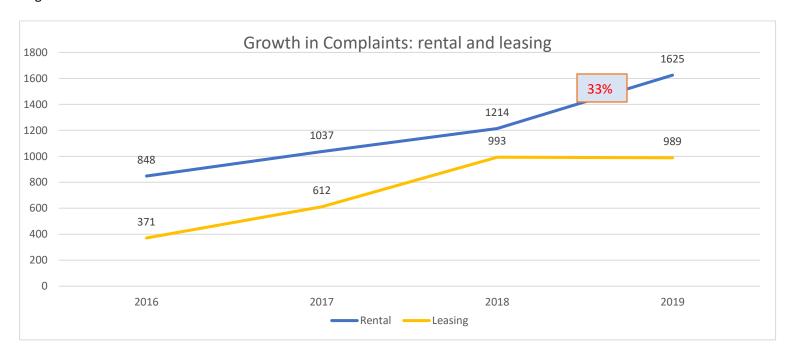


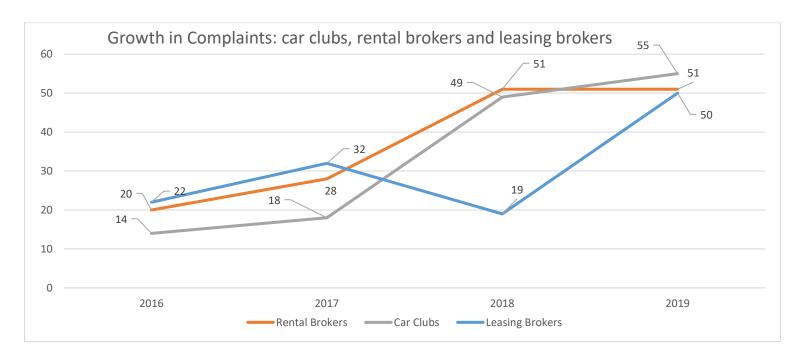
Conciliation Report 2019

Key Statistics

This report provides a summary of complaints investigated by the BVRLA between 1 January 2019 and 31 December 2019.

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.





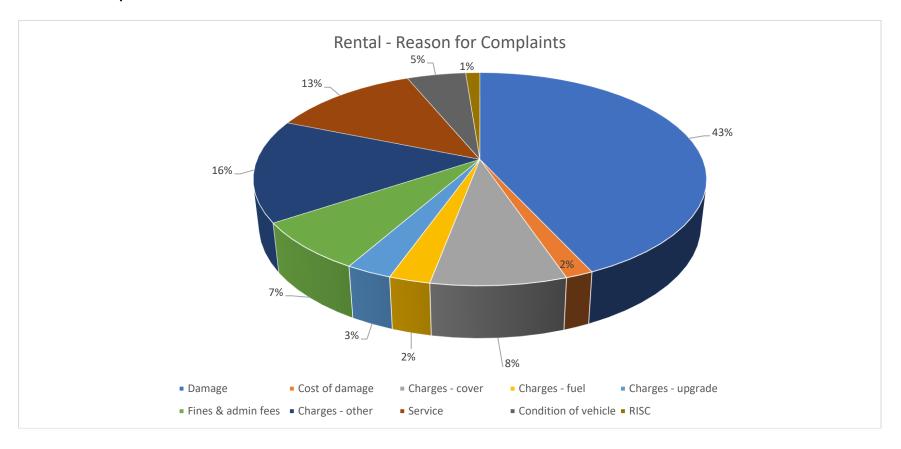
Main areas of growth and why?

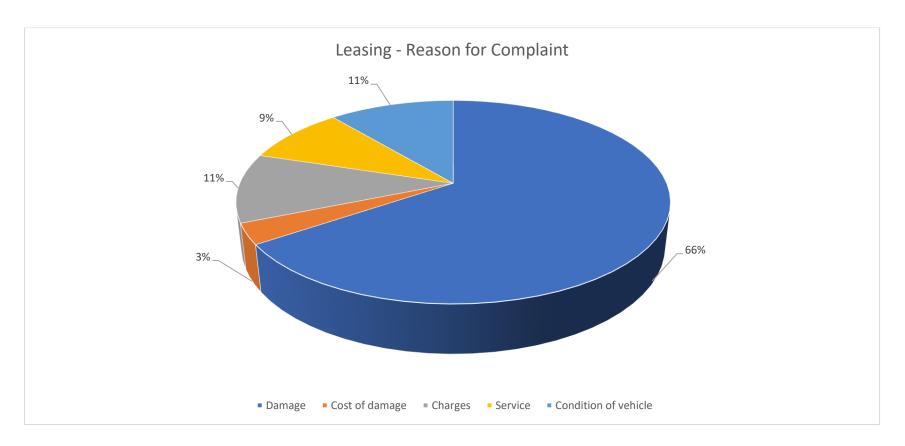
The graphs above show that the main area of growth is rental and this is thought to be in part to do with the increased popularity of Resolver with consumers. Resolver automate much of the escalation process so it is very easy for a consumer to refer their complaint to us.

Whilst leasing broker complaints have increased significantly the volume is still small and there have been no causes for concern from the complaints received.

Leasing complaints have remained at the same level. In previous years there has always been one or two members who have been struggling with customer service resource and we have received a big spike in complaints against them. This did not occur in 2019.

Reasons for complaint

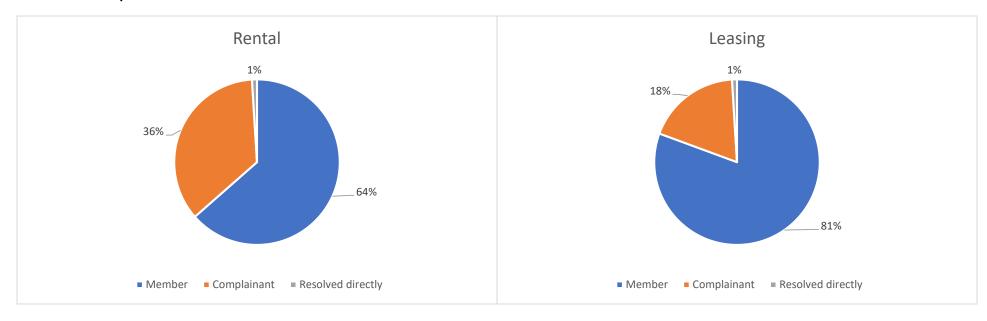




Damage continues to dominate the reason people complain, we have looked at ways of splitting this out further, however, all these complaints do refer to the existence of damage or damage being outside the fair wear and tear standard.

The cost of the damage is a separate category.

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:

- Thank you very much for your help in this matter. It is a great support to know there is a body that has sway to challenge and correct the sometimes dismissive decisions of large corporations.
- Thank you so much thank you from all my heart because of you the problem with XXX has been solved I got my refund from them today. So guys you did a great work. I appreciate the time you spent on my case and I believe i will never get back my money without you. So guys keep up the great effort and I wish you an a amazing future. happy new year to you all.

- Your service is a great example of the benefits of alternative dispute resolution.
- Thank you for the email. I am very happy with the outcome, and I hope this will help XXX avoid this sort of situation in the future and benefit its customers.
- Well you are clearly as ignorant and stupid as they are. XXX are renowned for this type of behaviour and you are clearly complicit in allowing companies such as XXX to get away with this utterly criminal behaviour.
- Your explanation is clear and I accept the decision. It would have saved us a lot of trouble if XXX had just been receptive in giving me a proper reply with their reason in the first place instead of being evasive. Nevertheless, I thank you for taking the effort to look into the matter on my behalf.
- Thank you very much for your response and the prompt manner in which BVRLA have reviewed my complaint. As a frequent traveller to UK it gives me confidence that there is a body available to review, in a very effective manner, complaints such as mine. From my perspective this issue is now satisfactorily resolved,
- You are completely useless.

Plans for 2020

We will be exploring options for adding independence to the service in 2020, this could include an independent board which oversees the decisions of the service and reviews the Codes of Conduct.

Trading Standards Institute (TSI) will be conducting an audit of the service in 2020 and we will review any recommendations which come out of this process.

As we are now one year in to our new website we will also be looking at further enhancements to the process for logging complaints.

Disputes we have refused to deal with – 10% 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.