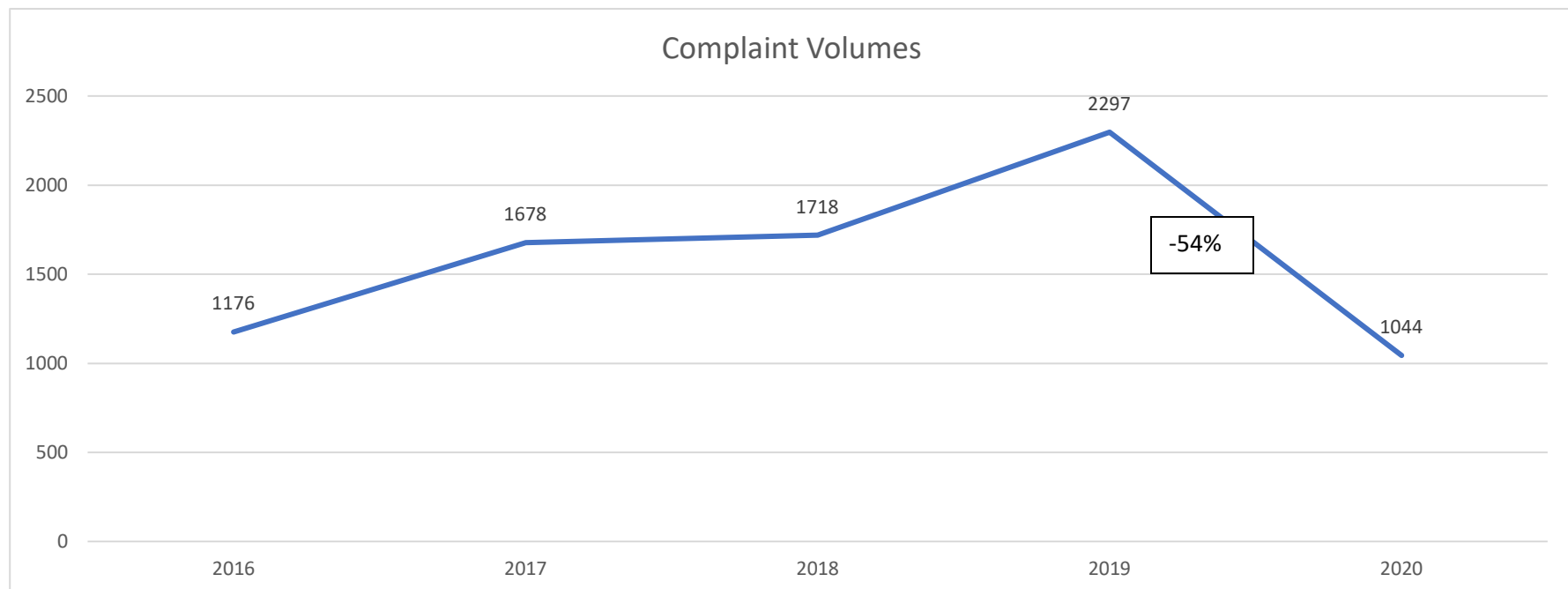


European Car Rental Conciliation Service 2020

Key Statistics

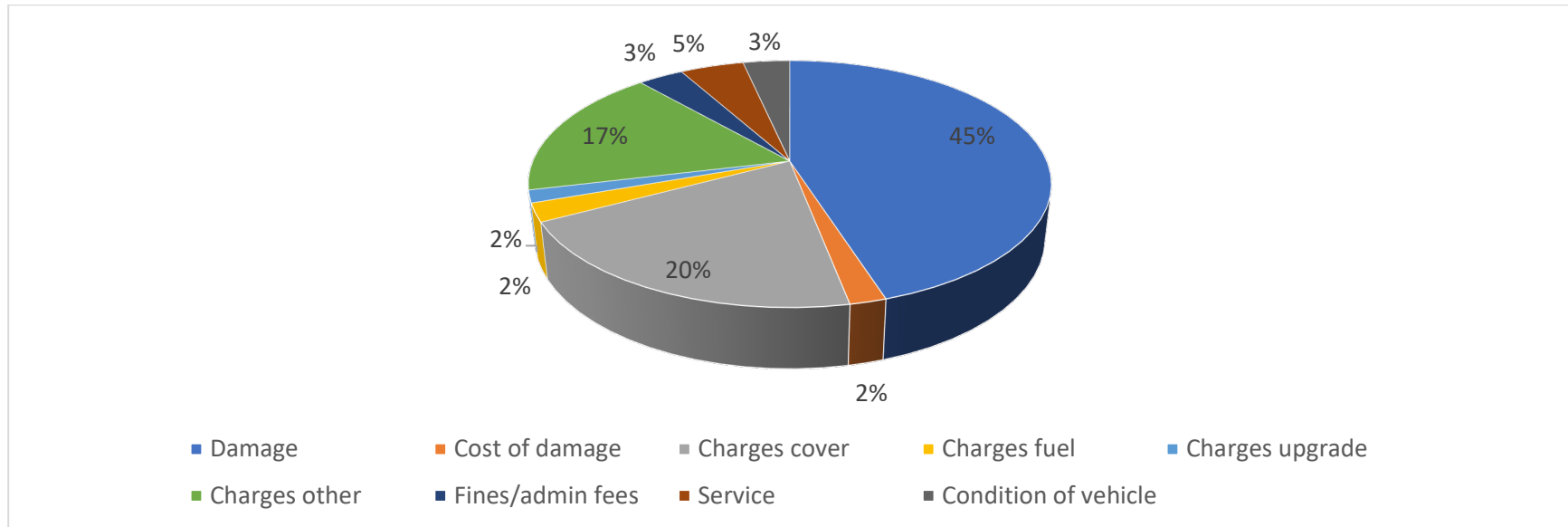
This report provides a summary of the complaints investigated by the European Car Rental Conciliation Service (ECRCS) between 1 January 2020 and 31 December 2020 against the rental firms participating in the scheme.

Complaints investigated by the ECRCS are assessed against Leaseurope's Code of Best Practice, which was updated in 2017. The European Car Rental Conciliation Service is approved by Government as a Consumer ADR body under the Alternative Dispute Resolution for Consumer Disputes (Competent Authorities and Information) Regulations 2015.



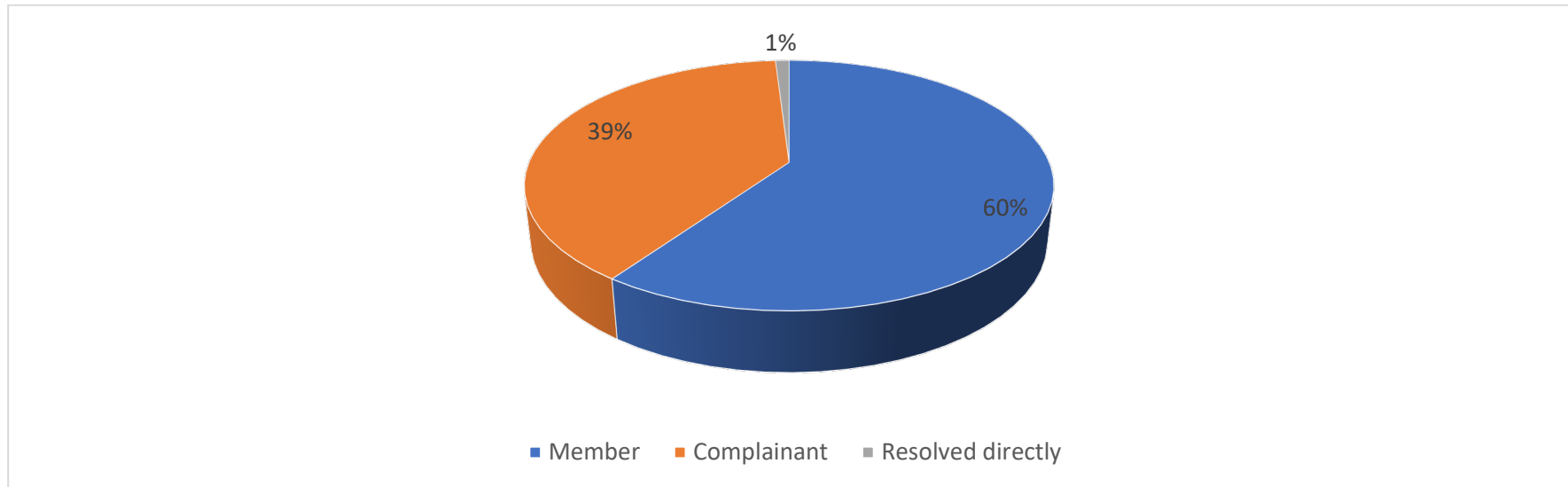
The graph above shows that the ECRCs complaints decreased significantly between 2019 and 2020 this is relating to the COVID-19 pandemic and lack of international travel in Europe in 2020.

Reasons for complaint



Damage liability and charges continue to dominate the reason people complain. There is a much greater issue around charges for cover in Europe than in our UK complaint statistics this is likely to be regarding language barriers and bookings made through brokers.

Outcome of Complaints



The average time taken to resolve a case was 20 days against a published target of 30 days.

Country of Residency (Top 10)

Country	Residency
UK	518
France	96
Germany	51
Spain	50
Belgium	43
Netherlands	43
Italy	31
Ireland	30
Poland	28
Denmark	26

Country of Rental (Top 10)

Country	Rental
Spain	229
Italy	193
Portugal	139
Germany	134
France	86
Norway	38
Ireland	37
UK	32
Croatia	26
Sweden	21

Audits

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

Additional notes

Disputes we have refused to deal with – 8% of complaints received were declined as they had not received a final decision from the trader, or the trader did not participate in our service. 1% of cases were discontinued as the member came to an amicable resolution with the customer prior to the ECRCs making a decision.

Compliance – The decision of the conciliation service is binding on the company, as a condition of ECRCs participation. Compliance is therefore 100%.

Cross-border Disputes – The ECRCs facilitate cross-border disputes.