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| *Primary_Hertz_logo_A4.jpg* | BVRLA_Exec_rgb_very_small |

#### BVRLA Complaint Form

If you have a complaint against a BVRLA member you must follow that member’s complaint procedure before contacting us.

So that we can investigate your complaint speedily and efficiently please fill in the form below and submit it to the BVRLA. Pressing Tab will take you to the next field.

##### Your details (this should be the details of the person who signed the agreement)

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Surname |       | Title |       |  |
| First Name |       |
| Email Address for Correspondence |       |
| Address (if no email address) |  |
| Daytime Phone Number/ Mobile Number |       |
| Where did you hear about the BVRLA’s conciliation service | Choose an item. |
| Has the company you are complaining about given you its final word on the complaint? |       |

##### Details of the Member you are complaining about

|  |  |
| --- | --- |
| Member’s Name | Hertz |
| Branch/Head Office Address[[1]](#footnote-1) | Hertz House11 Vine StreetUxbridge, MiddlesexUB8 1QE |
| Agreement orReservation number or other reference |       |

|  |  |  |  |
| --- | --- | --- | --- |
|  | Day | Month | Year |
| When did the problem you are complaining about happen? |       |       |       |
| When did you first complain to the Member? |       |       |       |

|  |  |  |
| --- | --- | --- |
| Please click on the boxes to select  | **YES** | **NO** |
| Have there been any court proceedings relating to your complaint or are any court proceedings pending?[[2]](#footnote-2) | [ ]  | [ ]  |
| Have you contacted any ombudsman or other complaints body about your complaint?\* | [ ]  | [ ]  |
|

\*If you have answered YES to the above question please give details below

|  |
| --- |
|       |

**Please give a brief overview of your complaint**

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|       |

##### Please tell us more about your complaint

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| --- |
| Please use this page to list the **main points** of your complaint. Attach copies of relevant correspondence that will assist in setting out the points of your complaint.If you need more space, please continue on a separate piece of paper and attach it to this form. |
|       |

How would you like the Member you are complaining about to put the matter right for you?

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| --- |
|       |

##### Your permission for us to go ahead

I would like the British Vehicle Rental and Leasing Association to consider my complaint. I understand that:

* In the first instance you will try and resolve the complaint through an informal conciliation procedure, where the BVRLA will request information from the Member involved with regards to my complaint and, based on my information and the information from the Member, will comment on the validity of my complaint. (This normally results in the complaint being resolved.)
* If either party is not happy with the outcome of informal conciliation, a formal conciliation procedure can be invoked whereby an independent committee of Rental or Leasing Members will review the complaint and report their findings.
* To help prevention of similar complaints in the future you may publish examples of where things can go wrong, based on real cases, but without mentioning the identity of anyone involved.

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Signature Date

Please return this completed form to:

**Have you…**

✔Included everything you want to tell us about your complaint?

✔Enclosed copies of relevant documents?

E-mail: complaint@bvrla.co.uk

Fax: 01494 434499

or

Legal Services Administrator

BVRLA

River Lodge

Badminton Court

Amersham, Bucks

HP7 0DD

1. **Please note the BVRLA has no jurisdiction to deal with complaints against vehicle rentals or leases outside the UK. Only Rental or Leasing Members operating within the UK are subject to our Code of Conduct and we are therefore unable to invoke our conciliation service for such complaints.** [↑](#footnote-ref-1)
2. If your complaint has gone to court proceedings stage it has gone beyond any jurisdiction the BVRLA has and we will be unable to assist you further. [↑](#footnote-ref-2)