|  |  |
| --- | --- |
| Primary_Hertz_logo_A4.jpg | ECRCS-logo-small |

#### European Car Rental Conciliation Service - Customer Form

**Can we help you?**

1. Do you have a complaint against Hertz?
2. Did your rental take place within the European Union (EU) in a country which is not your country of residence?
3. Have you already raised the matter with Hertz but remain dissatisfied with their final decision?

So that we can investigate your complaint speedily and efficiently, please fill in the form below and submit it to the conciliation service by email [complaint@ecrcs.eu](mailto:complaint@ecrcs.eu).

Pressing Tab will take you to the next field.

**Your details (These should be the details of the person who signed the agreement.)**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Surname |  | | Title |  |  |
| First Name |  | | | | |
| Address for Correspondence | |  | | | |
| Daytime Phone Number/ Mobile Number | |  | | | |
| E-mail Address | |  | | | |

**Details of the company concerned by your complaint**

|  |  |
| --- | --- |
| Company Name | Hertz |
| Branch/Head Office Address | Hertz House  11 Vine Street  Uxbridge, Middlesex  UB8 1QE |
| Agreement or  Reservation number or other reference |  |

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

|  |  |  |
| --- | --- | --- |
| **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?[[1]](#footnote-1) |  |  |
| Have you contacted any ombudsman or other complaints body about your complaint?\* |  |  |
|

\*If you have answered YES to either of the above questions please give details below

|  |
| --- |
|  |

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

|  |
| --- |
|  |

**Please tell us more about your complaint**

|  |
| --- |
| Please use this page to list the **main points** of your complaint.  Attach copies of relevant correspondence that will assist in identifying 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 Hertz to put the matter right for you?

|  |
| --- |
|  |

**Your permission for us to go ahead**

I would like ECRCS to consider my complaint.

     \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_      \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature Date

**Have you…**

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

✔Enclosed copies of relevant documents?

Please return this completed form to:

E-mail: [complaint@ecrcs.eu](mailto:complaint@ecrcs.eu)

1. **If your complaint has already gone to the court proceedings stage then we at ECRCS are unable to assist you.** [↑](#footnote-ref-1)