



Annual Activity Report October 2017 – September 2018

Introduction

This report provides a summary of complaints investigated by the ECRCs between 1 October 2017 and 30 September 2018. The ECRCs is approved by Government as a Consumer ADR body under the Alternative Dispute Resolution for Consumer Disputes (Competent Authorities and Information) Regulations 2015 and this report covers the third year since approval.

Complaints investigated by the service were carried out in line with the requirements set out in the Leaseurope Code of Best Practice. Each complaint is investigated to identify whether a participating rental company has breached any of the mandatory conditions set out by the Code.

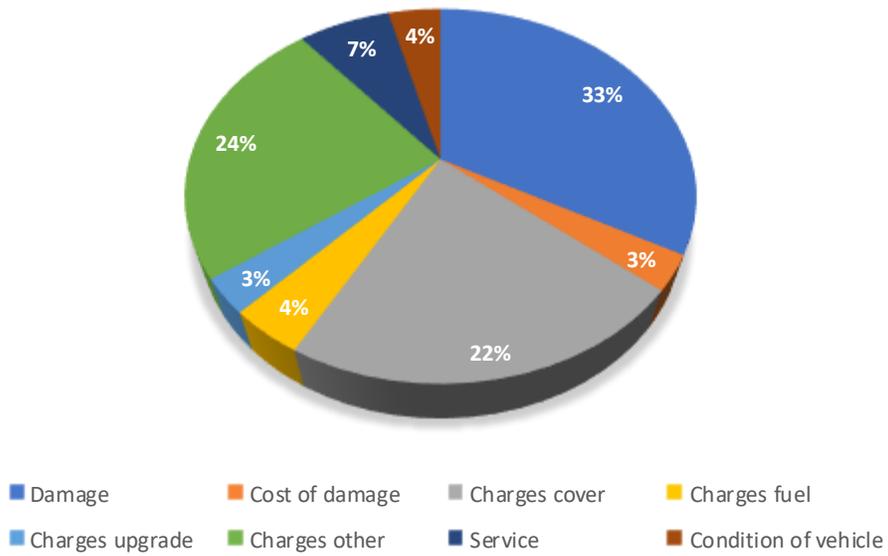
Number of Complaints Received

All are cross border disputes.

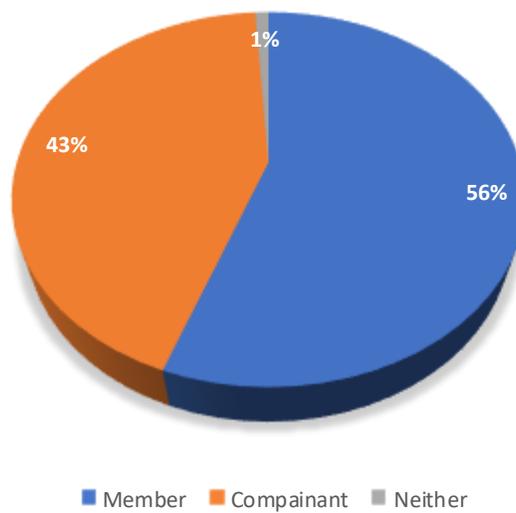
October	213
November	194
December	90
January	118
February	82
March	114
April	109
May	120
June	134
July	159
August	178
September	182
Total	1693

ECRCS Complaints

Reasons Customer Raised a Dispute



Outcome of Complaint



Summary of complaints

The average time taken to resolve a complaint during this period was 20 days, which is below the published target of 30 days.

Analysis shows that complaints were upheld in favour of the complainant when the documented evidence to support the charges was incomplete, unclear or missing.

There were no gross failings or breaches of the Leaseurope Code of Best Practice.

Additional charges, including additional cover, upgrades, fuel, traffic fines and administration fees, was the most common reason for rental complaint.

Recommendation –

Most disputes could be avoided if the rental agent clearly explained all the optional products and associated charges before the customer signed the Rental Agreement. All optional products and their costs should also be clearly referenced during the booking process so the customer can make an informed choice when they reach the rental desk.

Rental companies should ensure customers are fully aware of the difference between the Excess Waiver offered and any third-party policy the customer may have purchased.

Rental companies should also ensure that rental brokers provide clear and transparent information regarding their Excess Reimbursement products sold at the point of booking, so the customer is clear on the different options available to them.

Disputes we have refused to deal with

25% of complaints received were declined as they had not received a final decision from the rental company or the trader did not participate in the service. These are not included in the recorded complaints received. 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 rental company, as a condition of ECRCS participation. Compliance is therefore 100%.

Cross-border Disputes

The ECRCS only deals with complaints relating to a cross-border rental transaction. Any dispute relating to a domestic UK rental is referred to the BVRLA.