

## Introduction

We try hard to make sure you are hassle and stress-free when you rent a vehicle, but things don't always go to plan. This is where our dedicated customer service team is available to help you with any issue you may have experienced during your rental.

All you need to do is contact our customer service team using the details below and quote your rental agreement or reservation number. This is so we can recall your rental details in our system.

If we are unable to give you an answer immediately due to the nature of the issue, we will run a thorough investigation and provide the relevant feedback, with a resolution.

## If you have a Complaint

You can write to us at the address below or send an email or contact us by telephone in the first instance.

## Complaints Procedure

- Complaints can be made by letter, email or telephone at:
  - 70-72 Brentwood road Romford rm1 2ep
  - [info@bwcvehiclehire.com](mailto:info@bwcvehiclehire.com)
  - 01708746622
- We will acknowledge receipt of the complaint by customers preferred method within three working days
- We aim to resolve all complaints as quickly as possible. If it is not possible to reach a prompt conclusion, we will contact the customer with an explanation, and set out expected timescales by which matters should be resolved
- We aim to resolve all our customer complaints internally. If, however, the customer is not satisfied with the final outcome of our complaints procedure, they are able to contact The Financial Ombudsman, details can be found at:  
<http://www.financial-ombudsman.org.uk/contact/index.html>  
Non-financial complaints can be directed to Trading Standards
- The customer may also contact the BVRLA Conciliation Service as an approved Alternative Dispute Resolution service. Details can be found at [www.bvrla.co.uk](http://www.bvrla.co.uk) or by contacting [complaint@bvrla.co.uk](mailto:complaint@bvrla.co.uk)