

CUSTOMER COMPLAINT PROCEDURES

At Hireco, we strive to provide exceptional service to all our customers. If you experience an issue with our service, we want to resolve it promptly and fairly. Our complaint procedure complies with the standards set by the British Vehicle Rental and Leasing Association (BVRLA) to ensure transparency and professionalism.

Raising a Complaint

If you wish to lodge a complaint, you can contact us through the following channels:

- Complete the complaints form and send it to: info@hireco.co.uk
- Postal Address: The Manorway, Stanford-Le-Hope, Essex, SS17 9LE

Or alternatively you can:

- Phone: +44 330 124 5651

Please provide:

- Your full name and contact details.
- Booking reference number (if applicable).
- Details of the complaint, including dates and any supporting documents.

ACKNOWLEDGMENT OF COMPLAINT

- Upon receipt of your complaint, we will acknowledge it within three working days.
- We will assign your complaint to a dedicated member of our team for resolution.

COMPLAINT INVESTIGATION

- A thorough investigation will be conducted, and we may contact you for further information.
- We aim to provide a full response within 14 working days. If we cannot resolve the issue within this timeframe, we will inform you of the delay and provide regular updates.

RESOLUTION

- We will communicate our findings and proposed resolution clearly, ensuring it aligns with the BVRLA Code of Conduct and UK consumer law.
- If you agree with the resolution, the complaint will be closed.

ESCALATION PROCESS

If you are dissatisfied with the outcome of your complaint, you may escalate it:

1. Internal Review

- You can request a senior manager to review your complaint.
- A further response will be provided within 7 working days.

2. BVRLA Conciliation Service

- If you remain unsatisfied, you can refer the complaint to the BVRLA's Conciliation Service.
- Contact details:

Website: www.bvrla.co.uk

Email: complaint@bvrla.co.uk

Phone: +44 (0) 1494 434747

This service is independent and free to use.