



Conciliation Service

For more than 20 years the BVRLA has offered a conciliation service for unresolved disputes between members and their customers. This service provides a simple, free way of resolving contractual disputes between BVRLA members and their customers, and is government approved.

Businesses which cannot resolve a complaint with a customer and have exhausted their own internal complaints-handling process must by law give the customer details of a certified alternative dispute resolution (ADR) provider. Customers who use a conciliation service are less likely to take their complaint to the media or courts.

The BVRLA is approved by government as a Consumer ADR body under the Alternative Dispute Resolution for Consumer Disputes (Competent Authorities and Information) Regulations 2015 and members can direct their customers to our service.

The BVRLA Conciliation Service will use the available information provided by both parties to the dispute to reach its findings and make recommendations. This process should take no longer than 30 days. Any decision is binding on the BVRLA member but not on the customer.

The service is a benefit of membership, subject to a fair usage allowance. Full details can be requested from complaint@bvrla.co.uk. ❖



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