

Complaint Policy

RentaVan 365 HW Ltd thrives to ensure customer experience and satisfaction with us is second to none. Hirers are made aware of the price of hire, all liabilities and terms and conditions at the point of hire allowing hirers to seek clarification before checkout. A physical walk around the vehicle and condition reported is jointly compiled with between the RentaVan representative and customer to ensure all damage and wear on the vehicle is captured and agreed. The customer is required to sign and accept the condition report before checkout is completed.

Complaints Procedure

Complaints can be made by letter, email or telephone at:

Postal Address:

RentaVan 365 HW Ltd
316 West Wycombe Road
High Wycombe
Bucks
HP12 4AB

Email: contact@rentavan365.co.uk

Tel: 01494 535350

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 or the customer may contact the BVRLA Conciliation Service as an approved Alternative Dispute Resolution service. Details can be found at www.bvrla.co.uk or by contacting complaint@bvrla.co.uk