



Complaint Procedure

Al Sata Rent A Car

Address: 43 Whitmore Road, Unit 13, Birmingham, B10 0NR

Contact Number: 0121 387 8709 / 0730 591 5579

Email: ali@alsatarentacaruk.co.uk

Website: <http://alsatarentacaruk.co.uk>

At Al Sata Rent A Car, we are committed to delivering the highest standards of service to our customers. However, we understand that there may be occasions where our services do not meet your expectations. In such cases, we encourage you to bring any issues to our attention, and we will strive to resolve them promptly and fairly.

This complaint procedure ensures compliance with UK regulations, including the Consumer Rights Act 2015, and adheres to the standards set by the British Vehicle Rental and Leasing Association (BVRLA).

1. How to Make a Complaint

If you wish to make a complaint, please follow the steps below:

• **Step 1: Initial Contact**

○ You can raise your complaint by contacting us via:

- **Phone:** 0121 387 8709 / 0730 591 5579
- **Email:** ali@alsatarentacaruk.co.uk
- **In writing:** Al Sata Rent A Car, 43 Whitmore Road, Unit 13, Birmingham, B10 0NR

○ Please provide full details of your complaint, including:

- Your name and contact information.
- Rental agreement number or booking reference (if applicable).
- Full details of the issue or concern, including dates, times, and any relevant documentation.

• **Step 2: Acknowledgment of Complaint**

○ Upon receipt of your complaint, we will acknowledge it within **5 working days**. This acknowledgment will confirm that we are looking into your concerns and provide you with a reference number for future correspondence.

• **Step 3: Investigation**

○ A thorough investigation of your complaint will be carried out. We aim to resolve most complaints within **10 working days** of receipt. If your complaint requires further investigation, we will provide an update and an estimated timeframe for resolution.

2. Resolution of the Complaint

- **Step 4: Proposed Resolution**

- Once the investigation is complete, we will provide a detailed response, explaining the outcome of our investigation and any actions we will take to resolve the issue.
- If your complaint is upheld, we will take appropriate action, which may include offering compensation, making necessary amendments, or taking corrective measures to prevent future occurrences.
- If your complaint is not upheld, we will explain why and provide supporting evidence for our decision.

3. Escalation of Complaints

If you are not satisfied with the proposed resolution, you have the option to escalate your complaint by following these steps:

- **Step 5: Escalation to Management**

- If you feel that your complaint has not been handled satisfactorily, you can request that the matter be reviewed by a senior manager. We will carry out a further review and respond within **10 working days**.

- **Step 6: BVRLA Alternative Dispute Resolution (ADR) Service**

- If, after escalation to management, you remain dissatisfied with our response, you may refer your complaint to the British Vehicle Rental and Leasing Association (BVRLA). Al Sata Rent A Car is a member of the BVRLA, and we adhere to their Code of Conduct.
- The BVRLA offers an independent Alternative Dispute Resolution (ADR) service that can help resolve disputes between consumers and its members.
- To contact the BVRLA, please visit their website at www.bvrla.co.uk or contact them at:
 - **Phone:** 01494 434747
 - **Email:** complaint@bvrla.co.uk



4. Your Rights Under UK Law

Your rights are protected under the **Consumer Rights Act 2015**, which ensures that all services provided by Al Sata Rent A Car are delivered to a reasonable standard. If you feel that your statutory rights have been breached, you can seek independent advice from **Citizens Advice** or escalate your complaint to the **Competition and Markets Authority (CMA)**.

5. Data Protection and Privacy

In accordance with the **Data Protection Act 2018** and **GDPR regulations**, any personal data you provide during the complaint process will be treated with the utmost confidentiality and will only be used for the purpose of resolving your complaint. You have the right to request access to your data or ask for corrections if necessary.

6. Contact Information for Complaints

For any queries regarding this complaint procedure or to follow up on an existing complaint, please contact us:

- **Phone:** 0121 387 8709 / 0730 591 5579
- **Email:** ali@alsatarentacaruk.co.uk
- **Address:** Al Sata Rent A Car, 43 Whitmore Road, Unit 13, Birmingham, B10 0NR

