**Template letter ECC – complaint car rental company**

This is a European Consumer Centre template letter. This letter serves as an example. It can be customised to reflect your personal situation. This is your own responsibility.

Send the letter by email and also by post if you wish. Keep a copy for your own records.

<your name>

<address>

<postcode and place of residence>  
<email>

**To**

<name>

<address>

<postcode and place>

<place of residence, date >

Reference: <booking number/reference>

Subject: complaint <name car rental company>

Dear Sir, Madam,  
  
On / During the period between<enter the day or period for which you rented a car >, I rented a car from your car rental company <name car rental company> in <name of city and country> under booking number <booking number>. I am dissatisfied with the way you <describe why you are sending a complaint>. With this <letter / email>, I am requesting a response and an appropriate resolution of my complaint.

**Desired resolution of complaint**

The services you provided do not fulfil my expectations because <describe why you are not satisfied and why the services provided by the car rental company do not fulfil your expectations. Example: you were issued a rental car of a different class, or you ordered a navigation system and the car was not fitted with a navigation system.>. My expectations were based on the car rental contract. This contract states that <explain what the car rental contract says and that, based on this, you are of the opinion that your complaint is well-founded>.

**Term for processing this complaint**

I hereby request that you offer me an appropriate solution within 14 working days of the date of this <letter / email>. If you fail to do so, I reserve the right to claim compensation for the loss I have incurred. If you are still of the opinion that my complaint is unfounded, I request that you send me a motivation and documentation based on which you think my complaint is unfounded.

**Legal steps**

If you do not respond within the above-mentioned period, I will submit a complaint to the European Consumer Centre. I will also lodge a complaint with the Dutch regulator, the ACM (the Dutch Consumer and Market Authority). I hope I will have no need to take these steps.

Yours faithfully,

<Name and signature>

Attachments:

* Copy of contract/agreement