

OUR COMMITMENT TO YOU

Complaints Procedure

Days Fleet is committed to providing a professional, efficient, and helpful service to all our customers. Should you need to complain about the service you have received from us, we will deal with your complaint promptly, effectively and in a positive manner.



Complaint Escalations
Days Fleet
Swansea Road,
Swansea, SA4 4LL

Or email
 complaintescalation@daysfleet.com

The Senior Management Team will review and respond to your complaint.

If, after a review of your complaint by the Senior Management Team you are still not satisfied with our response, you may request a review of the complaint by the British Vehicle Rental and Leasing Association's Conciliation Service, who will conduct an independent and impartial review.

Please contact us for further details on how to contact the BVRLA.