



**There are three steps to file a Complaint Response:**

**Step 1**

Fill out the Complaint Response Form, print a copy and sign it.

**Step 2**

Attach required and supporting documentation.

**Step 3**

Send your Complaint Response Form with attachments to the Vehicle Sales Authority of BC:

- By e-mail to: [consumer.services@mvsabc.com](mailto:consumer.services@mvsabc.com), or
- By mail to: Vehicle Sales Authority of BC  
Suite 280 - 8029 199<sup>th</sup> Street, Langley, BC V2Y 0E2, or
- By fax to: 604.575.7080

If you have questions regarding completing this form or about the complaint process, please contact Consumer Services at 604.575.7255 or toll-free at 1.877.294.9889.

**IMPORTANT:**

Completing all applicable fields of this form will ensure that the VSA receives sufficient information to fully address your position with respect to this complaint.

See Section 5 (page 3) of this form - Terms of Service - for information about disclosure of this document.

**Section 1: Complaint details**

**Complainant:**

First name \_\_\_\_\_ Last name \_\_\_\_\_

Name of the business \_\_\_\_\_  
/for complaints about transactions with wholesalers/

**Vehicle:**

Year: \_\_\_\_\_ Make: \_\_\_\_\_ Model: \_\_\_\_\_

VIN: \_\_\_\_\_ VIN 2: \_\_\_\_\_  
(for an RV, this is the VIN noted on the registration) (for RV's only - this is the coach VIN)

Registration number: \_\_\_\_\_

**Section 2: Who is completing this Complaint Response Form**

Name of the company \_\_\_\_\_

Dealer licence # \_\_\_\_\_ Wholesaler Licence # \_\_\_\_\_

Broker agent licence # \_\_\_\_\_

First name \_\_\_\_\_ Last name \_\_\_\_\_

Job title \_\_\_\_\_ Salesperson Licence # \_\_\_\_\_

Work phone \_\_\_\_\_ Cell phone \_\_\_\_\_

E-mail \_\_\_\_\_

**Section 3. Your response to the complainant's allegations**

Please list the events related to your response in the order they occurred prior to, during and after motor vehicle sale, lease, consignment, or taking of the deposit. Include names of salespeople, managers, consumers involved in the transaction. If needed, please attach a more detailed statement to this form. It is preferable to type your statement.

**IMPORTANT:** See Section 5. of this form (page 3) - Terms of Service - for information about your responsibility to provide information that is complete, true and accurate to the best of your knowledge and belief.

Additional statement attached: Yes  No

**Section 4. Required and supporting documents**

The law (see Section 5 of this form - Terms of Service - for applicable legislation) requires that you provide **all** documents pertaining to this complaint, including **all** written records related to the above transaction. Such documents include but are not limited to:

Advertisement	Attached <input type="checkbox"/>	Finance agreement	Attached <input type="checkbox"/>
Broker agent service agreement	Attached <input type="checkbox"/>	Lease agreement	Attached <input type="checkbox"/>
Buy in documents	Attached <input type="checkbox"/>	Consignment agreement	Attached <input type="checkbox"/>
Vehicle Inspection Report	Attached <input type="checkbox"/>	Warranty information	Attached <input type="checkbox"/>
Worksheet	Attached <input type="checkbox"/>	Vehicle history report	Attached <input type="checkbox"/>
Deposit agreement	Attached <input type="checkbox"/>	Vehicle registration	Attached <input type="checkbox"/>
Deposit receipts	Attached <input type="checkbox"/>	ICBC Tax Transfer Form (APV9T)	Attached <input type="checkbox"/>
Purchase agreement	Attached <input type="checkbox"/>		

Please list and attach any documents relevant to your Response:

---



---



---



---

**Section 5. Terms of service**

**Your responsibilities**

Pursuant to Section 25 of the *Motor Dealer Act*, section 6(1)(h) of the *Salesperson Licensing Regulation*, B.C. Reg. 202/2017, sections 7(1)(i) and 16(1)(h) of the *Broker Licensing Regulation*, B.C. Reg. 201/2017, and section 7(1)(j) of the *Wholesaler Licensing Regulation*, B.C. Reg. 203/2017, the Registrar requires your business to provide the VSA with all the records pertinent to the complaint including legible copies of all the corresponding written records related to the above transaction.

All information that you submit to the VSA in support of your Complaint Response must be true and accurate to the best of your knowledge and belief. Knowingly or recklessly providing false or misleading information is an offence under the *Motor Dealer Act* punishable by fine, imprisonment or to both. Being reckless is providing any type of information without concern that the information is true or not.

A failure to provide all records pertaining to this complaint is an offence under the *Motor Dealer Act* and may also be dealt with as a licensing matter by the Registrar.

**Disclosure of your Response**

The information that you provide is collected in accordance with the VSA Privacy Policy and is needed to evaluate the complaint, conduct an investigation or undertake administrative action.

Please note that once received, your Response will be disclosed to the complainant. Prior to disclosure, we will redact any third-party personal information in compliance with the requirements of the *Freedom of Information and Protection of Privacy Act*. We will also redact any proprietary financial information pertaining to your business.

**Section 6. Signature**

By signing below, I confirm that the information provided by the undersigned in support of this Complaint Response is complete, true and accurate to the best of my knowledge and belief.

Signature: \_\_\_\_\_ Name: \_\_\_\_\_  
*first name last name*

Date: \_\_\_\_\_  
*day month year*