



Previously known as The Motor Dealer Council of BC

### **CONSUMER COMPLAINT CHECKLIST**

#### **Page 1 and 2**

- I completed all the relevant fields in the complaint form:
  - My contact information;
  - The name of the dealership;
  - Vehicle information including VIN and/or vehicle registration number (page 2).

#### **Page 2**

- I provided the details of my complaint on page 2 of the complaint form.  
**Helpful tip:** the details of your complaints should provide information to answer the following questions:
  - Who?
  - When?
  - Where?
  - What?
  - Why?

#### **Page 3**

- I explained how I want to have my complaint resolved.
- I explained what I have done to have my complaint resolved.
- I attached all relevant supporting documentation including:
  - Legible copies of front and reverse sides of any sales / lease / consignment contracts, contracts with banks, etc.;
  - Copies of vehicle insurance documentation;
  - Copies of any documentation related to the transaction, including worksheets, receipts, etc.

#### **Page 4**

- I provided additional information as required by the VSA.
- I signed and dated my complaint form.

### **NEXT STEP**

- I am submitting the complaint form and the supporting documentation to the VSA.  
**Helpful tip:** The preferred means of submitting your complaint form is by scanning and e-mailing, regular mail or in person as it is important for the fine print on documents to be legible. If faxing please ensure it is a clear and legible copy.

***PLEASE BE ADVISED that missing and inaccurate information may result in handling delays. Your complaint form may be returned to you if incomplete.***