

# Vehicle Sales Authority (“VSA”) Complaint Handling Terms of Service

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## Your personal information

The information that you provide to the VSA is collected in accordance with the VSA Privacy Policy and is needed to evaluate your complaint to establish the VSA’s jurisdiction, investigate your complaint, or undertake an administrative action. This information may need to be shared with the VSA’s licensees (motor dealer, broker agent, or wholesaler) against whom the complaint has been made.

By sending a complaint to the VSA, you are authorizing the release of your personal information for investigative and statistical purposes, as well as taking administrative action, including hearings before the Registrar, which are published on the VSA’s website.

The VSA may, at its discretion, contact any third parties, whether named on a complaint form or not, who may have information relevant to a complaint. Such third parties include, but are not limited to, motor dealers, broker-agents, wholesalers, repair facilities, law enforcement agencies, insurance companies, providers of extended warranties, and other agencies as required.

## Your responsibilities

All information that you submit in support of your complaint to the VSA 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* and punishable by fine, imprisonment, or to both. Being “reckless” is providing any type of information without concern that the information is true or not.

If the Registrar finds a complaint to be frivolous or vexatious – that is having no merit, not supported by facts, or abusive of the other party or complaint handling processes – the Registrar may order a complainant to pay the investigation costs of the VSA and the costs, such as legal fees, of any other party to a complaint.