



**\*IMPORTANT \***

1. In order to save your responses, you must download the complaint form to your computer.
2. Open the complaint form in the Adobe Reader program, enter your answers and click save.

## VSA CONSUMER COMPLAINT FORM

- The VSA's legal authority is noted in each section below.
- Incomplete applications will cause process delays.
- Providing false and misleading information is an offence under the *Motor Dealer Act*.

### SECTION 1 Who is making the complaint?

The VSA investigates consumer complaints made by individuals - not a corporation, partnership or any other kind of business.

#### Complainant's contact information

The Complainant is the individual who entered into the transaction with the motor dealer or the broker agent and whose name appears on the sale, lease, consignment, broker agent services or deposit agreement/worksheet. If two individuals were involved in a transaction, both are the complainants.

##### Complainant 1:

First name \_\_\_\_\_ Last name \_\_\_\_\_  
Address \_\_\_\_\_  
City \_\_\_\_\_ Prov \_\_\_\_\_ Postal Code \_\_\_\_\_  
Phone (home) \_\_\_\_\_ (work) \_\_\_\_\_ (cell) \_\_\_\_\_  
email \_\_\_\_\_

**NOTE:** By providing your email address, you authorize us to send you all complaint correspondence by email.

##### Complainant 2: ☐ Same address as complainant 1

First name \_\_\_\_\_ Last name \_\_\_\_\_  
Address \_\_\_\_\_  
City \_\_\_\_\_ Prov \_\_\_\_\_ Postal Code \_\_\_\_\_  
Phone (home) \_\_\_\_\_ (work) \_\_\_\_\_ (cell) \_\_\_\_\_  
email \_\_\_\_\_

**NOTE:** By providing your email address, you authorize us to send you all complaint correspondence by email.

### SECTION 2 Who is the complaint against?

The VSA investigates consumer complaints involving the VSA licensees: licensed BC motor dealers and salespeople, and/or broker agents and broker agent representatives.

Name of business \_\_\_\_\_  
Address \_\_\_\_\_ City \_\_\_\_\_ Prov \_\_\_\_\_ Postal Code \_\_\_\_\_  
Salesperson \_\_\_\_\_  
Manager ☐ General ☐ Sales ☐ Business \_\_\_\_\_

### SECTION 3 Vehicle & Transaction

Vehicles to which your complaint relates—please complete all applicable fields.

#### Vehicle 1:

☐ Purchased ☐ Leased ☐ Deposit paid for,  
did not take possession

Year \_\_\_\_\_

Make \_\_\_\_\_

Model \_\_\_\_\_

VIN \_\_\_\_\_

Registration number (as stated on the ICBC Transfer/Tax  
form or Vehicle Registration)

\_\_\_\_\_

Odometer reading: at purchase \_\_\_\_\_

Now \_\_\_\_\_

Deposit Amount \$ \_\_\_\_\_

Purchase Price (before taxes & fees) \$ \_\_\_\_\_

How did you pay

☐ Financed ☐ Leased ☐ Cash

#### Vehicle 2: (if applicable)

☐ Traded ☐ Consigned

Year \_\_\_\_\_

Make \_\_\_\_\_

Model \_\_\_\_\_

VIN \_\_\_\_\_

Registration number (as stated on the ICBC Transfer/Tax form  
or Vehicle Registration)

\_\_\_\_\_

Odometer reading: at trade/consignment

\_\_\_\_\_

Agreed upon

☐ Trade in value \$

☐ Consignment proceeds \$

#### Transaction Dates that apply to your complaint

Date of deposit payment mm / dd / yyyy

Date of purchase/lease mm / dd / yyyy

Date of trade mm / dd / yyyy

Date of consignment mm / dd / yyyy

### SECTION 4 Vehicle Use

The VSA investigates complaints involving consumer transactions. A consumer transaction is a transaction by an individual and with respect to a vehicle primarily intended for personal use.

A. At the time of transaction, how did you intend to use the vehicle that is the subject of this complaint?

\_\_\_\_\_ % intended for business use; \_\_\_\_\_ % intended for personal use

B. If a percentage of the intended use was for business, what was the intended business use?

**SECTION 5****Reasons for your complaint • Please type or print legibly**

- List the events related to your complaint in the order they occurred.
- Include names of salespersons, broker agent representatives and managers you dealt with.
- It is 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 6****Dispute Resolution**

Have you tried to resolve your dispute with the business? If yes, what was the outcome:

How do you want your dispute resolved?

**SECTION 7****Supporting documents**

Please attach the required supporting documents listed below, to your complaint form.

- Purchase, lease, consignment or deposit agreement
- Finance agreement
- ICBC documents (ICBC Owner's Certificate of Insurance and Vehicle Licence and Vehicle Registration Form) and Transfer Tax Form
- Other relevant documents (ie. Emails, texts, communications, warranty information, photos etc.)

**SECTION 8****Survey Consent**

To provide better public services in the future, the VSA conducts electronic surveys. Participation is voluntary. You may revoke your consent at any time.

☐ \_\_\_\_\_ Yes, I am willing to participate.  
initials

☐ \_\_\_\_\_ No, I am not willing to participate.  
initials

**SECTION 9****Terms of Service & Signatures**

Please review the VSA Complaint Handling Terms of Service. By signing this form, I agree to these terms.

**Complainant 1:**

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

Signature \_\_\_\_\_ Date 

mm	/	dd	/	yyyy
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**Complainant 2:**

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

Signature \_\_\_\_\_ Date 

mm	/	dd	/	yyyy
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Please send your completed Consumer Complaint Form and the required supporting documents to VSA Consumer Services.

For more information, please contact VSA Consumer Services at 604.575.7255 or toll-free at 1.877.294.9889 or visit our website at [vsabc.ca](http://vsabc.ca).

Email [consumer.services@vsabc.ca](mailto:consumer.services@vsabc.ca)

Mail Vehicle Sales Authority of BC  
280-8029 199<sup>th</sup> Street  
Langley, BC V2Y 0E2

Fax 604.575.7080



## VSA CONSUMER COMPLAINT FORM Links & FAQs

The following FAQs are for reference when filling out the complaint form.

**Q • Where do I find out more information about the Vehicle Sales Authority complaint process?**

1. **A •** The VSA [website](#) is full of useful tips on the car buying process. For more information on the complaint process refer to the Fact Sheet 'Consumer Complaints about Motor Dealers and Broker Agents' available on our website.

**Q • How can I tell if a motor dealer or a salesperson is licensed by the VSA?**

2. **A •** The VSA has a current list/registry of licensed motor dealers/salespeople/broker agents/broker agent representatives. The VSA online registry can be found on our website.  
(Refer to Section 2 on complaint form)

**Q • What is a broker agent and a broker agent representative?**

3. **A •** A broker agent is a person or company that charges a fee to help a consumer to find a vehicle—a broker agent is not a motor dealer or a salesperson. To find a list of VSA licensed broker agents or broker agent representatives, use the online registry or access it from our website.  
(Refer to Section 2 on complaint form)

**Q • What type of vehicle complaints can the VSA investigate?**

4. **A •** The VSA can investigate personal-use vehicle sales from licensed motor dealers and broker agents in British Columbia. To find out more information on eligible vehicles the VSA can investigate, please see the Fact Sheet 'Vehicles under the Jurisdiction of the VSA'.  
(Refer to Section 3 on complaint form)

**Q • What type of transactions can the VSA investigate?**

5. **A •** The VSA can investigate personal-use vehicle sales from licensed motor dealers and broker agents in British Columbia. To find out more information on eligible transactions the VSA can investigate, please see the Fact Sheet 'Use of Vehicle Defined'.  
(Refer to Section 4 on complaint form)

**Q • What are VSA's complaint handling 'Terms of Service'?**

6. **A •** The VSA 'Terms of Service' includes information about your responsibility to provide information that is complete, true and accurate to the best of your knowledge and belief.  
(Refer to Section 5 and 9 on complaint form)