

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

Your personal information

Any information that you provide to the VSA is collected in accordance with the VSA Privacy Policy. The information will be used to evaluate your complaint, establish the VSA’s jurisdiction, investigate your complaint, or undertake administrative action. The VSA may, at its discretion, share this information with any 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 it considers 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 to the VSA is an offence under the *Motor Dealer Act* and punishable by a fine, imprisonment, or both.

If the Registrar finds a complaint to be frivolous, e.g., lacking legal merit or a legal basis or vexatious, e.g., commenced maliciously or on the basis of improper motives, or that a complainant engaged in improper conduct during the course of a complaint, [section 25.1 of the Motor Dealer Act](#) provides that the Registrar may order a complainant to pay all or part of the investigation or hearing costs of the VSA and the costs, such as legal fees, of any other party to a complaint.

Parallel Proceedings

If you have started a lawsuit against the licensee(s) that are the subject of your complaint and which is based on the same or similar issues in your complaint, the VSA reserves the right to decline to investigate until the lawsuit has been resolved.