

Service Complaint Form

A service complaint is about the conduct of a Vehicle Sales Authority's ("VSA") employee while providing services. This includes:

- ✓ a complaint of being unprofessional, such as being rude or condescending;
- ✓ not following VSA policies and procedures; or
- ✓ that the employee is pre-judging the outcome of a complaint or license application.

A service complaint cannot be used to appeal a formal final decision such as:

- ✓ to close a complaint file
- ✓ to refuse to issue a license
- ✓ to cancel a license, or
- ✓ to impose an administrative penalty.

You must follow the appeal process established in law to appeal a formal final decision. You should have received a letter from the VSA stating what the appeal process is for the formal final decision that was made.

You should speak to a lawyer if you want to appeal a formal decision.

Date:

Complainant's Name:

Name of Employee Being
Complained About:

VSA Case File No:

Name of Manager(s) / Director(s)
Complainant has spoken to
*(if more than one, please list all
of the names):*

Details of the Complaint
*(if you need more space, you can
attach a written statement to
this complaint form):*

If you have any documents or records to support your complaint, you can attach them to this complaint form.

Complainant's Contact
Information:

Telephone Number
Cell Phone Number
Email Address
Mailing Address

Signature