

SERVICE COMPLAINTS POLICY AND PROCEDURES MANUAL

Effective April 7, 2026
Version 3.0

Contents

1. Purpose.....	4
2. Guiding principles	4
3. What does this policy cover?	4
4. What does this policy not cover?.....	4
5. Definitions	5
6. Accessibility and support	5
7. How to make a Service Complaint.....	5
8. Feedback on the Service Complaint process	6
9. Anonymous complaints.....	6
10. Other types of complaints	7
11. Timelines in this Policy	7
Appendix 2 - Service Complaint Form	8
Appendix 3 - Standard Operating Procedures for the Reviewer	9
Appendix 4 - Standard Operating Procedures Complaints Officer	11
Appendix 5 - Flowchart.....	14

Record of Updates

Version	Effective Date	Update Summary
1.0	April 2004	Original document was web-based
1.1	2009	Change to organization logo
1.2	February 2016	Hard copy form
2.0	December 15, 2021	Amended staff titles, identified fairness and pre-judgement as a complaint topic, identified Registrar’s review, included a third-party investigation option, and provided guidance on what can be reviewed as a complaint.

2.1	April 1, 2022	Appendix 1 - Flowchart Appendix 2 - Service Complaint Form Appendix 3 - Standard Operating Procedures for Reviewer Appendix 4 - Standard Operating Procedures for Complaints Officer
3.0	April 7, 2026	Total review and update to Policy

1. Purpose

This policy describes how a complaint may be made if you are unhappy with the service provided to you by a staff member at the Vehicle Sales Authority of British Columbia (“VSA”). This is referred to as a “Service Complaint”.

2. Guiding principles

The VSA takes Service Complaints seriously and views them as part of our continuous efforts to improve. The VSA ensures that there will be no retaliation against anyone who makes a Service Complaint. We protect your privacy as required by law.

3. What does this policy cover?

You can use this policy if a staff member:

- was rude, unprofessional or disrespectful to you;
- did not respond to your inquiry in a timely manner.
- did not listen to your concerns or take them seriously.
- did not review documents that you provided to them; or

Unprofessional conduct may include one or more of the following:

- Ignoring phone calls or emails
- Using a dismissive or disrespectful tone
- Making assumptions without reviewing your information
- Failing to follow through on a commitment
- Treating you unfairly compared to others in similar situations

4. What does this policy not cover?

This policy cannot be used to appeal or review any of the following:

- a formal decision of the Registrar;
- a licensing decision such as adding conditions to a license, a refusal to issue a license or the suspension or cancellation of a license;
- a decision to close a complaint or investigation file; or
- a challenge to the outcome of a compliance or discipline decision.

5. Definitions

- Complainant: a person who has received a service from the VSA and has filed a complaint under this policy.
- Complaints Officer: the VSA staff member who oversees the complaint process.
- Registrar: the Registrar or Motor Dealers.
- Reviewer: the person assigned by the Complaints Officer to investigate a complaint made under this policy.

6. Accessibility and support

If you need help submitting a Service Complaint, for example, due to a disability or language barrier, please contact us. We can offer help in completing the form, provide alternative formats, or arrange translation services when needed.

You may have someone help you during the complaint process. This could be a support person, friend, advocate, or legal representative. Please let us know if you would like someone to speak on your behalf or assist you. We will require your written permission to share any of your personal information with your designated support person.

7. How to make a Service Complaint

Step 1: We encourage those who have a complaint to try and speak with the staff member directly. This can often result in the fastest solution to the problem.

Step 2: If speaking with the staff member doesn't solve the problem, ask to be directed to their manager who will work with you to try and resolve the problem.

Step 3: If you are still not satisfied after steps 1 and 2, you can submit a Service Complaint Form. The form can be found at Appendix 2 of this policy or on the VSA website here [<https://vsabc.ca/about-us/policies-procedures>] and must include the following information:

- Your name and contact information,
- What your complaint is about,
- The name of the staff member your complaint concerns,
- When you communicated with the staff member,
- Why the complaint was not able to be resolved after speaking to the staff member and their manager; and
- Any supporting documents (ie, emails, notes, etc).

Once completed, the Complaint Form can be sent to the VSA by email [complaints.officer@vsabc.ca] or by mail to:

Vehicle Sales Authority of BC
280 - 8029 199th Street
Langley, BC V2Y 0E2

Attention: Complaints Officer

After it is received, where the Complaint Form is found by the VSA to be incomplete, you will be notified of that and provided 30 days to complete it. Otherwise, the complaint will be closed.

Step 4: Once your Complaint Form is complete, the Complaints Officer will review it and assign it to a Reviewer who will investigate your complaint and speak to you and the staff member. They will then prepare a report for the Complaints Officer who will make a decision and send you a written response within 90 days. The response will advise you of the findings of the investigation, whether the complaint was found to have been substantiated or not and what steps will be taken.

If your complaint is found to be substantiated, the VSA may take steps such as staff retraining or a review of our policies. Any finding must balance the privacy rights of the employee with the VSA's obligation to complete the investigation in a transparent manner.

Where a complaint is substantiated either in whole or in part, the Complaints Officer will advise the VSA Human Resources department.

There is no appeal following an investigation of a complaint under this policy.

Each year in its Annual Report, the VSA will publish the number of Service Complaints it received during the previous fiscal year as well as the nature of their outcome. The information published will not identify personal information of individuals in order to comply with privacy legislation.

8. Feedback on the Service Complaint process

After your Service Complaint is resolved, we may invite you to share feedback on how the process went. Your suggestions help us improve how we respond to Service Complaints in the future.

9. Anonymous complaints

The VSA does not accept anonymous complaints under this policy. To properly investigate and respond to a Service Complaint, we need to know who you are and how to contact you. If you're concerned about confidentiality, we will protect your information under privacy laws and treat all complaints with discretion.

10. Other types of complaints

Not all complaints are covered under this policy.

For general concerns about the VSA’s operations, please contact the Ministry of the Attorney General [<https://www2.gov.bc.ca/gov/content/governments/organizational-structure/ministries-organizations/ministries/attorney-general>]

For concerns about unfair processes being applied by the VSA, please contact the BC Ombudsperson’s Office [<https://bcombudsperson.ca/>]

If you disagree with a formal decision of the Registrar or its delegate, you may seek reconsideration under the *Motor Dealer Act* or the *Business Practices and Consumer Protection Act*. You may also pursue judicial review in the BC Supreme Court. The VSA encourages the seeking of independent legal advice prior to considering these options.

11. Timelines in this Policy

Action	Timeline	Who is responsible
Revise incomplete Complaint Form	Complainant provided 30 days to revise Complaint Form.	Complainant
Assign complaint to Reviewer for investigation	Within 10 business days of receiving a completed Complaint Form.	Complaints Officer
Complete investigation and provide written report to Complaints Officer	Within 60 business days of being assigned the investigation	Reviewer
Forward written report to the complainant	Within 90 business days of the complaint being filed, with some exceptions	Complaints Officer

Appendix 2 - Service Complaint Form



SERVICE COMPLAINT FORM

A Service Complaint may be made to the Vehicle Sales Authority ("VSA") if you are unhappy with the service provided to you by a staff member at the VSA. Service Complaints are guided by the VSA's Service Complaints Policy and Procedures Manual ("the Manual").

Complainant Information

Full Name _____

Address _____

City _____ Province _____ Postal Code _____

Email Address _____

Phone Number _____

Complaint Details

The name of the staff member(s) your complaint concerns: _____

VSA file number your complaint relates to: _____

What is your complaint about (please check the box(es) that apply)?

- Was rude, unprofessional or disrespectful to you
- Did not respond to your inquiry in a timely manner
- Did not listen to your concerns or take them seriously
- Did not review documents that you provided to them

When you last communicated with the staff member: _____

Summary of Complaint (please tell us what happened)

(Limit: 500 characters)

Attach supporting documents (e.g., emails, notes, etc.)

Informal Resolution Attempts

Have you tried to speak with the staff member? If so, when did that occur and what was the outcome?

Were you directed to the staff member's manager and if so, when did you speak with them? Please indicate the outcome of that discussion.

Why after speaking with the staff member's manager was the complaint not able to be resolved?:

Declaration

I certify that the information provided is true and accurate.

Signature _____ Date _____



Once completed, the Complaint Form can be sent to the VSA by email [complaints.officer@vsabc.ca] or by mail to:

Vehicle Sales Authority of BC
280 - 8029 199th Street
Langley, BC V2Y 0E2

Attention: Complaints Officer

Appendix 3 - Standard Operating Procedures for the Reviewer

The following Standard Operating Procedures (SOP) helps ensure the Reviewer meets the legal requirements for conducting a fair, unbiased and independent review of a Service Complaint. These SOPs are minimum steps to be taken. The Reviewer is expected to take any additional steps they believe necessary to ensure a thorough, fair and unbiased review.

1. The assigned Reviewer shall do a conflict check to see if they have interacted with the Complainant in the past. If they have, they should advise the Complaints Officer that they have a conflict and ask that another Reviewer be assigned. The Reviewer will also consider any relationship they have with employee complained of to ensure that their review of the Service Complaint will be neutral and unbiased. If the Reviewer determines that they have a conflict due to their relationship with the employee complained of they must advise the Complaints Officer and request that they assign another Reviewer.
2. Following the conflict check, the Reviewer must review the Service Complaint Form and any documents the complainant provides.
3. The Reviewer must allow the employee complained of to review the Service Complaint Form and supporting documents. Where it is necessary to preserve the integrity of the review, an accurate written summary of the complaint and written summary of the evidence can instead be provided.
4. The Reviewer must allow the employee complained of an opportunity to provide a written response and any evidence in support to the complaint and the supporting documents submitted by the Complainant.
5. If the Complainant or the employee identifies witnesses to the complaint, the Reviewer must first exercise their discretion to determine whether the witnesses are relevant to the issues being complained about. Once relevant witnesses have been identified, the Reviewer will obtain written statements from them. In person or telephone interviews will only be conducted if the Review considers it to be necessary.
6. The Reviewer will consider all evidence submitted by the Complainant and the employee complaint of as well as any relevant VSA policies and procedures as part of their review of the

Service Complaint.

7. The Reviewer's written report will include the following information:
 - (a) The nature of the complaint, attaching the Service Complaint Form as an Appendix to their written report,
 - (b) The evidence provided by both the Complainant and the employee complained of, including any witness statements reviewed,
 - (c) The VSA policies and procedures reviewed,
 - (d) If any evidence is rejected, a description of the evidence and an explanation as to why it was rejected,
 - (e) If evidence was accepted, a description of the evidence and an explanation as to why it was accepted, written reasons why they accepted the evidence, and
 - (f) A conclusion as to whether the complaint was substantiated on the evidence, either in whole or in part.

8. The Reviewer will send their final written report to the Complaints Officer.

Appendix 4 - Standard Operating Procedures Complaints Officer

The following Standard Operating Procedures (SOP) helps ensure the Complaints Officer (CO) meets the legal requirements for making a fair, unbiased and independent decision regarding a Service Complaint. These SOPs are minimum steps to be taken. The CO is expected to take any additional steps they believe necessary to ensure a thorough, fair and unbiased decision.

1. The CO is responsible for the initial receipt and documentation of a Service Complaint.
2. On receipt, the CO shall undertake a conflict check. If they have interacted with the Complainant in the past or if they are the staff member named in the Service Complaint, they will delegate their CO responsibilities as provided in the Line of Delegation below. The next person in the delegation line will assume the role of CO and the initial CO will have no further involvement in the matter.
3. The CO will also consider any professional or personal relationship they have with the employee complained of. This includes but is not limited to direct departmental reporting or an out of office social relationship. If a conflict exists on this basis, the CO will delegate their CO responsibilities as provided in the Line of Delegation below and the next person in the delegation line will assume the role of CO and the initial CO will have no further involvement in the matter.
4. The CO will review the Service Complaint Form and confirm that the complaint is complete and meets the requirements of the Service Complaint Policy (Policy). If the complaint is incomplete, the CO will advise the Complainant in writing of the deficiencies and that they may revise and re-submit the complaint within 30 days. The CO will further advise the Complainant that if the revised Service Complaint Form is not received within 30 days the matter will be closed without a note on the employee's file.
5. If the complaint is complete and meets the requirements of the Policy, the CO will create a file number in the VSA's internal database and an electronic file in the appropriate folder. The Service Complaint Form and any other records related to the complaint will be saved to the database and the electronic file. The CO will assign a Reviewer to conduct a review of the complaint. When assigning a Reviewer, the CO will consider the Policy and ensure that a fair, unbiased and independent review is conducted.

6. The CO will play no role in the review of the complaint. The CO may ask the Reviewer for an update on the progress of the review at any time however. Requests for updates and responses must be in writing and saved to the complaint file.
7. When the Reviewer submits their final written report (“the Report”) to the CO, the CO will review the Report to ensure that it is complete and meets the requirements of procedural fairness.
8. If the CO determines that the Report is incomplete, they will advise the Reviewer accordingly and specifically identify any deficiencies. The Reviewer will revise the Report, giving consideration to the deficiencies.
9. Once the CO determines that the Report is complete, they will decide whether the Complaint is substantiated. The standard of proof to be applied is the civil standard, namely, a balance of probabilities.
10. If the CO will advise the Complainant and the employee complained of separately in writing whether the Complaint is substantiated and the reasons supporting the decision. A copy of the Report will be provided.
11. A copy of the Report and the CO’s written communication with the Complainant and employee complained of will be saved to the electronic file.
12. The CO will advise the VSA’s Human Resources department in writing whether the Complaint has been substantiated or not. A copy of the Report will be included in the employee’s employment file along with a notation as to whether the Complaint was substantiated or not.
13. If the Complaint is found to be substantiated, the VSA’s Human Resources Department will engage the VSA Policy and Procedures manual and take appropriate corrective action as it deems appropriate.
14. The CO will, at the end of the VSA’s fiscal year, prepare a summary of all Service Complaint files opened during the previous fiscal year for inclusion in the VSA’s Annual Report. Each Complaint will be anonymized so as not to identify the Complainant or the employee complained of and summarized as follows:
 - a. Date Complaint received;
 - b. Nature of the Complaint; and
 - c. Outcome of the Complaint.

Line of Delegation:

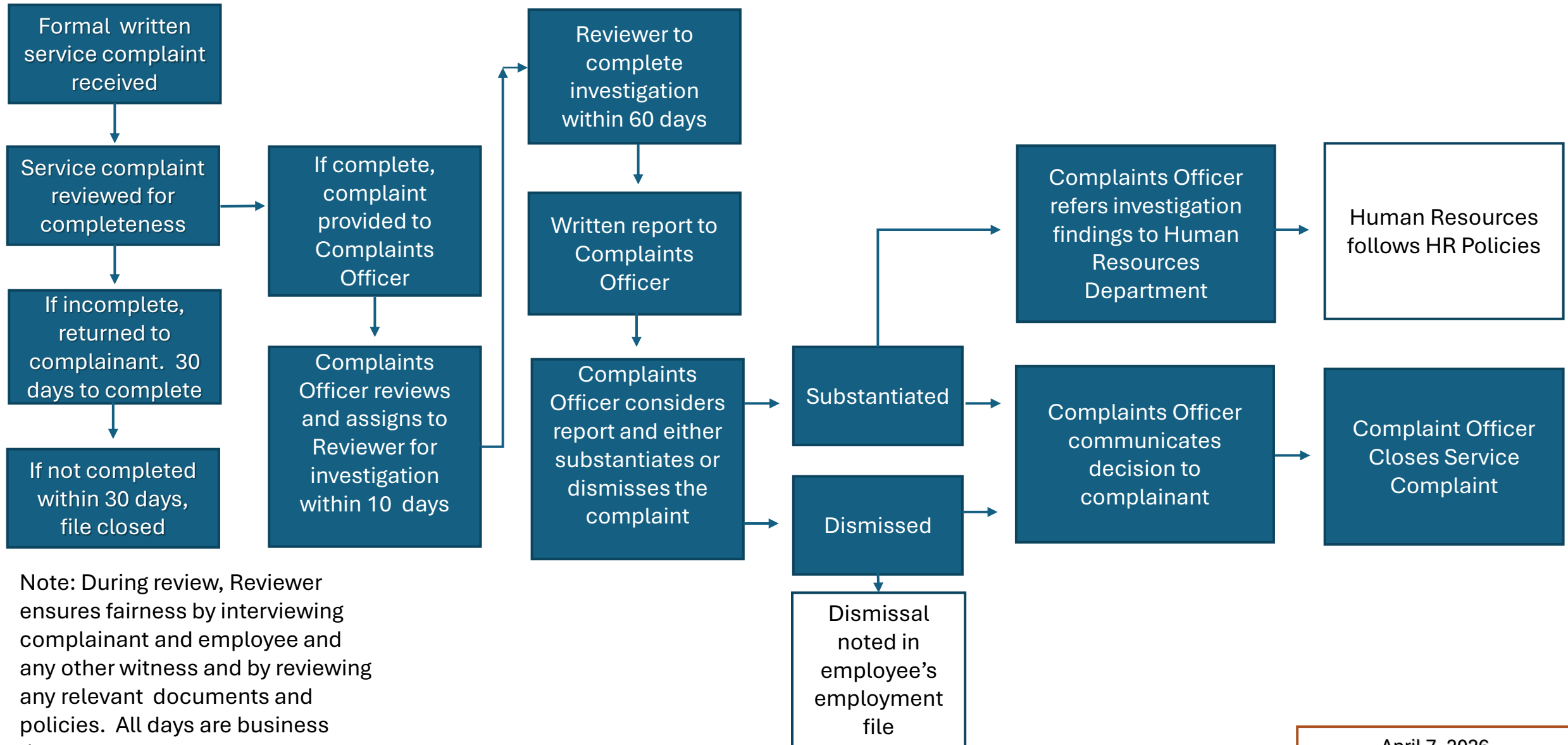
EVP Corporate Services

VSA President

Board Chair (or delegate – Vice Chair or Chair of Governance and HR Committee)

Appendix 5 – Flowchart

VSA Service Complaint Policy Operations Policy



Note: During review, Reviewer ensures fairness by interviewing complainant and employee and any other witness and by reviewing any relevant documents and policies. All days are business days.