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