



Motor
Vehicle Sales Authority
of British Columbia

Consumer Complaints

If you have problems that you cannot resolve after a vehicle purchase or if you believe the salesperson or dealership has acted illegally, you may file a consumer complaint with the VSA.

Before you file a complaint

- Try to settle the issue with some body in charge at the dealership – a Sales Manager, General Manager or Dealer Principal

The complaint process

- When the VSA has a completed complaint form and all supporting documents, your complaint will be reviewed to determine what action can be taken
- You will be advised of the steps that you may take and what action the VSA may take
- BC consumer protection and motor vehicle sales laws may **not** apply and you may be referred to another agency
- You may have legal remedies that could result in a faster resolution of your complaint
- Note: Filling out a complaint form does not guarantee that an investigation will be undertaken

Important limitations

- The VSA has no authority over private sales
- The VSA has no authority over business-to-business transactions
- The VSA is not acting as your lawyer or providing legal advice

TERMS OF SERVICE

Your private information

The information that you provide is collected in accordance with the VSA Privacy Policy and is needed for your complaint to be evaluated and for the VSA to conduct an investigation or undertake administrative action. This information may need to be shared with the dealership against whom the complaint has been made.

Your responsibilities

By sending a complaint to the VSA you are authorizing the release of this information for investigative and statistical purposes. You are also acknowledging that the information is true and accurate to the best of your knowledge.

If you use the [VSA Consumer Complaint Form](#) you accept and agree to be bound by these terms of service. If you do not accept the terms of service, please do not file a complaint.

Failure to send in the supporting documents and a detailed statement with names, dates and activities will delay the review of your complaint.

[Top](#)