



Vehicle Sales Authority
of British Columbia

COMPLAINT HANDLING POLICY AND PROCEDURES

Effective February 2016
Version 1.2



Table of Contents

1. Purpose	3
2. Training	3
3. Procedures	3
4. Authority	4



1. Purpose

This document formalizes the complaint handling policy and procedures of the VSA to ensure accountability and to allow the process to be made public. It applies to complaints from the general public and businesses regulated under the Motor Dealer Act and its Regulations regarding the manner in which the Authority administers the legislation delegated to it.

This policy does not cover requests for reconsideration of determinations made under the act or regulations.

2. Training

The Authority will:

- Receive, investigate and respond to complaints about how the Authority administers the legislation delegated to it;
- Receive, investigate and respond to all other complaints; and
- Advise members of the public and businesses regulated by the Authority about the complaints handling policy and procedures

3. Procedures

The process for addressing complaints is as follows:

- 1) The complainant is encouraged to try to resolve the complaint first with the employee involved
- 2) If a resolution has not been reached, the employee may direct the complainant to the employee's supervisor, who will then try to resolve the complaint
- 3) If the complaint is still not resolved, the complainant may make a formal complaint in writing. Information provided to the Authority is subject to the *Freedom of Information and Protection of Personal Privacy Act*
- 4) The written complaint will be directed to the Director, Finance and Operations (Director) to log, track, file and ensure that timeframes noted below are met. If the complaint is about the Director it will be referred to the President. If the complaint pertains to the President, the complainant may make a formal written complaint to the Chair of the Board of Directors
- 5) The Director will assign the complaint to the appropriate manager for investigation. If the complaint pertains to that manager, the Director will either investigate the complaint her/himself, or assign it to a manager not involved in the complaint
- 6) The manager will investigate the complaint, and provide recommendations to the Director for approval



- 7) The Director will advise the complainant in writing about the decision, and the reasons for it within 90 calendar days of receiving the complaint, or will notify the complainant about the reason for the delay. Copies of this correspondence will be provided to the Director for filing
- 8) The complaint may be:
 - a. Dismissed, including the reasons
 - b. Upheld, including planned action; or
 - c. Require further investigation

Filing a Complaint

- The written complaint must include the name and address of the complainant;
- key elements of the complaint;
- the names of the employees contacted;
- the dates of the contacts; and
- reasons why the complaint was not resolved, if known.

Additional Options

- 1) If the complaint is about the conduct and performance of the Motor Vehicle Sales Authority, the complainant may wish to send the complaint to the Ministry of Public Safety and Solicitor General, who has an oversight role with respect to the Authority
- 2) If complainant is not satisfied with the Authority's handling of a complaint, the complainant may contact the Office of the Ombudsman to investigate complaints about administrative unfairness by the Authority. The Ombudsman has the discretion both to decide which complaints to investigate, and to make recommendations to resolve an unfairness
- 3) If you are not happy with the Authority's decision about your complaint involving a motor dealer or salesperson; you should consult a lawyer about having the Authority's decision reviewed by the B.C. Supreme Court.

4. Authority

4.1 Administrative Agreement

Article 13, Section 13 (a) of the Administrative Agreement requires the Authority to establish appropriate policies and procedures for reviewing and addressing complaints raised by members of the public or the Motor Dealer Industry regarding the manner in which the Authority administers the *Act*.



Under the Communications Protocol (Schedule D) of the Administrative Agreement, the role of the Ministry of Public Safety and Solicitor General with respect to correspondence on corporate issues related to the VSA, including complaints about VSA performance, is to consult with VSA, draft a ministerial response indicating the correspondence was referred to the MVSABC. The role of the VSA is to respond directly to such correspondence, including complaints, and notify the Ministry as appropriate.

4.2 Ombudsman Act

Complaints to the Office of the Ombudsman are governed by the *Ombudsman Act*. The Ombudsman receives inquiries and complaints about the practices and services provided by public bodies, and may investigate to determine if the public body is being fair to the people it serves.

The Office of the Ombudsman does not have jurisdiction to handle consumer complaints but may investigate a complaint about a VSA process.