

APPENDIX 11

DMV "Procedure to Process Complaints"

Consumer Service Representatives process complaints registered by consumers against automotive businesses.

1. All correspondence is stamped by date when received in the Central Office.
2. The complaint report (VS35) is completed and signed by the consumer. This includes information about the business, the consumer, and a description of the complaint. When received, the form is reviewed to make sure all required information has been completed.
3. If the consumer has not attempted to resolve the problem with the facility, they are required to do so by phone or in writing.
4. If documents are not attached and are necessary to proceed with the complaint processing, the consumer is contacted by phone or in writing and requested to furnish them. These documents would include: Bill of Sale, MV50, Estimates, Inspection Reports and Repair Orders, etc.
5. Jurisdiction must be determined. The Division of Vehicle Safety administers the Commissioner's Regulations and Vehicle and traffic Law.
6. If a complaint does not fall within our jurisdictional guidelines, the consumer is notified and the complaint is returned. If possible the consumer is referred to an agency, which can assist them or civil action.
7. The Consumer Service Representative verifies the facility information, the name, address, and expiration of the facility license number.
8. In a dealer or repair complaint, the representative calls the facility to clarify the complaint. They state why they are calling and obtain the facility's version of the facts. They record what is said on the Charge Sheet.
9. The representative lists possible violations of the Commissioner's Regulations and/or the Vehicle and Traffic Law.
10. For repair/dealer cases, the representative discusses the possible rework or refund with the facility. If the facility agrees the complainant is contacted and the case is considered resolved.
11. For repair/dealer cases, if the facility will not agree to rework or refund, the case must be referred to the Regional Office for an Automotive Facility Inspector to investigate the complaint further.
12. Inspection cases are referred to the Regional Office for an Automotive Facility Inspector to investigate the complaint further.



New York State Department of Motor Vehicles
Division of Vehicle Safety Services

COMPLAINT BACKGROUND INFORMATION

Complainant's Name: COMPLAINANT

Date of Complaint: DATE

Field Personnel: *Investigate for the following possible violations, and indicate whether or not you found such violation.*

Possible Violations

Confirmed by AFI/BRI?

1. 000 VIOLATION

Yes No

2.

Yes No

3.

Yes No

4.

Yes No

5.

Yes No

Information gathered by Consumer Services Representative *(Write on back if necessary):*

(022 TN)

(Consumer Services Representative)

(Date)