

Vehicle Dealers, Manufacturers and For Hire Complaint Form

You can use this form to file a complaint against a service provider or professional licensee. If you have any questions, call (360) 664-6475.

Fax your complaint and the required enclosures to (360) 570-4953, scan and email to dealers@dol.wa.gov, or mail:

Dealer Investigations—Olympia
Department of Licensing
PO Box 9039
Olympia, WA 98507-9039

Enclose the following:

- **A detailed explanation of your complaint; this includes dates, other parties involved, and a summary of any efforts you have already made to resolve the problem. Describe events in the order they occurred.**
- **Copies of all documents that relate to the complaint (i.e. purchase order, odometer statement, warranty, receipts, etc.)**

Business or person you are filing a complaint about

Profession or type of business			
<input type="checkbox"/> Vehicle dealer	<input type="checkbox"/> Off-road vehicle dealer	<input type="checkbox"/> Limousines	<input type="checkbox"/> For hire
<input type="checkbox"/> Vessel dealer	<input type="checkbox"/> Scrap processor	<input type="checkbox"/> Hulk hauler	
<input type="checkbox"/> Registered tow truck operator	<input type="checkbox"/> Unlicensed dealer	<input type="checkbox"/> Wrecker	
<input type="checkbox"/> Vehicle manufacturer	<input type="checkbox"/> Manufactured home/travel trailer dealer	<input type="checkbox"/> Snowmobile dealer	
Service provider or professional licensee name <i>(Last, First, Middle)</i>		Dealer/Business License number <i>(if known)</i>	
Business name			
(Area code) Telephone number and extension	(Area code) Fax number	email or web address	
Business address			
City		State	ZIP code

Your contact information

Name <i>(Last, First, Middle)</i>		
Business name <i>(if any)</i>		
(Area code) Telephone number and extension	(Area code) Alternate telephone number	Email address
Mailing address		
City		State ZIP code

Vehicle/vessel information

Year	Make	Plate/Registration number	VIN/HIN
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Complaint summary

Provide a brief summary of your complaint. Attach an additional sheet if necessary.

The information I have provided above is true and correct, and I have provided all required enclosures to which I have access.

X

Signature

Date

What happens after you submit your complaint

1. We determine if the complaint falls within our legal authority.
 - If it is not something covered by our laws, we will notify you.
 - If it appears to fall within our authority, we may conduct an investigation. Our investigator will act as an impartial, fact-finding third party. During the investigation, they are not representing you (the complainant), the Department or professional board, or the service provider. The investigator may contact the person you filed your complaint against to ask for a response, which may include providing them with a copy of your complaint. The length of time an investigation takes depends on current caseload and the complexity of the case.
2. After all the facts have been gathered, we evaluate the information.
 - If the evidence fails to support a violation of the laws, the case will be dismissed.
 - If a violation has occurred, our Department or professional board may recommend disciplinary action depending on the severity of the violation. Disciplinary action generally involves one or more of the following:
 - Reprimand
 - Fines
 - Suspension or revocation of the license
 - The service provider or professional licensee may request a hearing to dispute the program's decision.
 - We will notify you of the outcome of your complaint.

Our decisions don't constitute legal opinion. We don't have the authority to recover funds, award damages, or make judicial determinations. To pursue these types of remedies, you should seek legal advice.