



Vehicle Dealers, Manufacturers, and For Hire Complaint

You can use this form to file a complaint against a person or a business, or to report unlicensed activity. If you have any questions, call (360) 664-6475.

Send your complaint and related documents by fax, email, or mail.

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

Email: dealers@dol.wa.gov

Fax: (360) 570-4953

Include the following:

- A detailed explanation of your complaint; this should include 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.*).

Person or business 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 | |
| PRINT or TYPE Name (<i>Last, First, Middle</i>) | | License number (<i>if known</i>) | |
| Business name (<i>if any</i>) | | | |
| (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 |
|------|------|---------------------------|---------|

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 is covered by Washington State laws.

- If it is not something covered by the laws, we will notify you.
- If it appears to be covered by the laws, we may conduct an investigation. The 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 person or business you filed your complaint against (the respondent). The investigator may contact the respondent 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 case load and the complexity of the case.

2. After all the facts have been gathered, we evaluate the information.

- If the evidence doesn't support a violation of the laws, the case will be dismissed.
- If a violation has occurred, the Department or professional board may recommend disciplinary action based on the severity of the violation. One or more of the following actions may be taken:
 - Issuing a reprimand
 - Imposing a fine
 - Suspending or revoking the license
- The respondent may request a hearing to dispute the program's recommended disciplinary action.
- We will notify you of the outcome of your complaint.

Our recommended disciplinary actions don't establish legal opinion. We don't have the authority to recover funds, award damages, or make judicial determinations. To pursue these remedies, you should seek legal advice.