

# **SECTION IV**

## **COMPLAINTS**

# COMPLAINT INVESTIGATIONS

DMV dealer agents also have authority to conduct administrative investigations resulting from complaints against dealers and wholesalers. In most cases, the type of complaint registered with the DMV determines the depth of the investigation. Customers registering complaints must complete DMV Form DLA-5, Dealer Complaint Form, and submit it to the Dealer Licensing and Audit Unit along with copies of any pertinent paperwork. DMV Form DLA-5 requires the name and address of the dealership, as well as that of any salesperson that may be involved. Customers are asked to provide a complete and thorough report of any incident or complaint.

If a DMV dealer agent is called to administratively investigate a complaint against your place of business, you may not receive any warning. Once the agent arrives, you will be informed of the complaint and asked to provide any information you have regarding the incident or complaint. You must cooperate with him or her fully. Your records must be at the disposal of the agent to ensure a thorough investigation.

After conducting an administrative investigation, the agent will complete DMV Form DLA-5A, Investigation of Complaint Regarding Dealer/Wholesaler. The Dealer agent will review any pertinent records involved or indicated in the complaint and may make copies of your records. The agent will attempt to answer any questions you may have and you will be informed of the results of the investigation at a later date. Any criminal violations of laws will be transferred to an appropriate law enforcement agency. Non-criminal issues not under the jurisdiction of the Department of Motor Vehicles will be forwarded to South Carolina Consumer Affairs or other appropriate agency.

# NOTES