IF FILING ONLINE

1 FILE COMPLAINT

File a complaint online (Form DE-002C)

2 RECEIVE CONFIRMATION

Print or Download your confirmation receipt

3 EMAIL SUPPORTING DOCS

Immediately email your supporting documents to dealerdocuments@scdmv.net after receiving your confirmation email

4 WE PROCESS COMPLAINT

The Dealer License & Audit Unit will review and process your complaint

8 YOU RECEIVE A LETTER

You'll receive official correspondence from the Dealer License & Audit Unit regarding the closing of your complaint

7 D.A NOTIFIES OF OUTCOME

Dealer Agent will notify you of the outcome of the complaint when closed

6 D.A. CONTACTS YOU

Dealer Agent will contact you concerning your complaint within 5-7 business days (upon gathering all facts surrounding the case)

5 D.A. RECEIVES COMPLAINT

Dealer License & Audit Unit will send your complaint to an assigned Dealer Agent (D.A.) to investigate (based on the county where the dealer is licensed)