IF FILING VIA EMAIL, FAX, OR MAIL

1. **COMPLETE FORM**
   Complete Form DE-002C (in its entirety)
2. **SEND IN FORM W/ DOCS**
   Send in your form (along with all supporting documents) via email, fax, or mail
3. **WE PROCESS COMPLAINT**
   Dealer License & Audit Unit will review and process your complaint
4. **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)
5. **D.A. CONTACTS YOU**
   Dealer Agent will contact you concerning your complaint within 5-7 business days (upon gathering all facts surrounding the case)
6. **D.A. NOTIFIES OF OUTCOME**
   Dealer Agent will notify you of the outcome of the complaint when closed
7. **YOU RECEIVE A LETTER**
   You'll receive official correspondence from the Dealer License & Audit Unit regarding the closing of your complaint