

## **OMVIC'S COMPLAINT HANDLING PROCESS-OVERVIEW FOR REGISTRANTS**

This document provides registrants with information about OMVIC's complaint handling process.

OMVIC values its relationship with all stakeholders, including registrants. Most dealers do their best to provide a transparent and service orientated sales process. Issues can arise in any business environment and this document is designed to help dealers navigate and understand OMVIC's process and authority, when it receives a complaint.

This document explains

- **OMVIC's process when a complaint is received from a complainant about a registrant.**
- **OMVIC's process when a complaint is escalated.**
- **Documentation request process to ensure OMVIC staff have all the facts.**

OMVIC always wants to ensure complainants and registrants get a fair chance to tell their story. These guidelines can help dealers and salespersons ensure complaints are handled efficiently and professionally.

### **Overview of OMVIC's complaints process**

When a complainant contacts OMVIC with a general inquiry or complaint regarding a motor vehicle dealer in Ontario, they will be directed to an OMVIC Inquiry Representative (IR). The IR provides information and guidance regarding their question or complaint.

When the IR identifies the dealer may have a responsibility to assist or respond, OMVIC will direct a complainant to contact the dealer. The hope is the two parties will reach a resolution without OMVIC's involvement.

When this is not possible, or the dealer does not respond, the complainant can then contact OMVIC to have their file escalated to an OMVIC Resolution Support Specialist (RSS). Who will review the file, reach out to the dealer and attempt to negotiate a resolution between the two parties.

### **When a complaint is escalated**

If a complaint is escalated and the registrant is an online user, a Person in Charge at the dealership will receive an automatic notification, prior to being contacted by a RSS. Dealers that are not OMVIC on-line users will be contacted directly by a RSS.

Every dealer subjected to an escalated complaint is given the opportunity to provide details and evidence to share their side of the story. By this point, OMVIC staff have vetted the file and identified a possible compliance issue requiring a response from the dealer. The RSS will review complaint details and make recommendations to both parties based on the MVDA or other consumer protection legislation.

### **Document requests**

OMVIC staff will collect documents from both complainants and dealers as part of the complaints handling process.

When an RSS requests documents from a dealer, they are expected to provide these documents within a few days of the request.

Failure to provide documents requested by OMVIC staff can result in administrative action. Responding to document requests in a timely manner helps ensure complaints can be resolved as quickly as possible.

### **When a complaint file is closed**

In many situations, with OMVIC's assistance, input and guidance, the parties will reach a resolution. When this happens, OMVIC will close the file and note the outcome. If a registrant and complainant are unable to reach an agreed resolution, the file will also be closed and the outcome noted. If the complainant chooses to pursue the issue further, they would likely do so through civil court. At a complainant's request, OMVIC can provide a letter indicating they attempted to negotiate a settlement without success. When a RSS closes a file, this indicates a resolution was either offered and accepted, or the negotiation between a registrant and a complainant was unsuccessful. It is not an indication that OMVIC or its staff agreed with a registrant's position, nor does it limit OMVIC from pursuing the issue further through other administrative streams.

If you have any questions about the process, please feel free to address them with the RSS assigned to your file.