

OMVIC'S COMPLAINT HANDLING PROCESS-OVERVIEW FOR COMPLAINANTS

At OMVIC, we understand how an issue related to a vehicle purchase can be frustrating and we're here to help. Help can come in many forms, from providing simple advice to negotiating between a complainant and a dealer.

By receiving this document, as well as OMVIC's Complaints Process Acknowledgement Form, your file has been escalated for negotiation.

This document is designed to provide complainants with information about OMVIC's complaint handling process.

This document explains:

- **What complainants can reasonably expect from OMVIC's complaint process?**
- **What should complainants be prepared to provide OMVIC?**
- **How will OMVIC's Resolution Support Specialists handle a complaint?**
- **What are the final steps of a complaint?**

What can I reasonably expect from OMVIC's complaint process?

OMVIC's goal is to attempt to negotiate a resolution between you and the dealer.

Our complaint process is not a formal investigation. OMVIC staff are not adjudicators. They cannot decide or determine the facts of a dispute or use any regulatory authority to compel an OMVIC registrant to assist or command a resolution.

A Resolution Support Specialist will review the complaint and using the documentation provided, as well as relevant sections of the MVDA and other related legislation, attempt to illustrate why and how the parties can resolve the issue.

What should I provide OMVIC?

As part of the complaint handling process, a complainant will be required to provide details related to your issue, such as the date of purchase, vehicle information, the steps you have taken with the dealer to address the issue and any other details relevant to the complaint. Complainants may also be asked to acquire documentation which could include history reports, repair diagnostics and estimates and/or reviews from third parties such as the Ministry of Transportation. There may be a cost associated with acquiring these documents. The more compelling documentation you can provide to support your complaint, the more likely you are to be successful using our service or pursuing a civil claim.

How will OMVIC's Resolution Support Specialists handle my complaint?

Once the Resolution Support Specialist has your documentation, they may ask you questions related to the complaint, review possible resolution/s and then reach out to the dealer.

Resolution Support Specialists will review the complaint with the dealer and attempt to negotiate a resolution.

Depending on the situation and circumstances, a Resolution Support Specialist may need to have several conversations with both the complainant and the dealer, to clarify details or explore alternative resolutions.

What are the final steps of a complaint?

The process ends once both parties reach a negotiated settlement or when it's apparent to OMVIC staff the parties cannot or are unwilling to reach a settlement.

If OMVIC representatives are unable to assist resolving the issue, complainants retain their right to pursue their matter in civil court. OMVIC can provide a letter to verify a complainant had engaged with OMVIC's services but staff were unable to facilitate a successful resolution.

OMVIC employees are not compellable as witnesses in civil court proceedings.

Whether or not a dealer addresses or resolves a complaint, OMVIC may still review any complaint internally.

The internal review process is separate from the complaint handling process and typically does not assist in providing a resolution. However, it may result in administrative action for the dealer or salesperson. OMVIC staff are not able to provide complainants with updates associated with any internal review.

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