

THE COMPLAINT PROCESS

**PLEASE READ THE FOLLOWING CAREFULLY BEFORE
COMPLETING THE COMPLAINT FORM!**

Our office handles the following types of complaints:

- ◆ Automobiles, leasing, sales finance and advertising.
- ◆ If our office cannot handle your complaint, it will be forwarded to the appropriate agency. If this occurs, you will be notified in writing.

Once we receive your complaint, several events occur:

- ◆ You will be notified by our office that we have received your complaint. We will notify the business, in writing, that a complaint has been filed with our office.
- ◆ The business is given up to three weeks to respond to the complaint. Once we receive a response from the business, we will notify you, in writing, of the response.
- ◆ If the business does not respond to our office within three weeks, you will receive a letter from our office notifying you of this fact.
- ◆ If you are not satisfied with the business' response, you may seek restitution through other means such as small claims court or a private attorney.

**REMEMBER TO ALLOW UP TO THREE WEEKS FOR A RESPONSE
TO YOUR COMPLAINT.**

CONSUMER COMPLAINT FORM

LOUISIANA MOTOR VEHICLE COMMISSION
MOTOR VEHICLE SALES FINANCE DIVISION
3519 12TH STREET
METAIRIE, LOUISIANA 70002

PLEASE TYPE OR PRINT

NOTE: If you have not contacted the business in an attempt to resolve this complaint, please do so BEFORE returning this form. IT IS NOT OUR POLICY TO CONDUCT AN INVESTIGATION UNTIL THIS STEP HAS BEEN TAKEN. PLEASE PROVIDE COMPLETE INFORMATION AND COPIES OF DOCUMENTATION, IF AVAILABLE.

1. Your name: _____
2. Address: _____
City, State, Zip Code: _____
Home & Office telephone numbers: _____
3. Business complained against: _____
Address: _____

Telephone number: _____
4. Year and Make of vehicle: _____ New _____ Used _____ Mileage _____
Vehicle identification number: _____
License plate number: _____
5. Date of transaction of purchase: _____
6. Name of Finance Company: _____
Address: _____
Telephone number: _____
7. Have you contacted the business to try to resolve this matter yourself? _____
If yes, when? _____ Whom did you speak with? _____
8. Did you sign a written agreement or contract concerning the purchase of this product? _____ If yes, when? _____ Did you get a copy? _____ Please enclose copies of any contract or written material having to do with this complaint.

The above information is true and accurate to the best of my knowledge.

Date: _____ Signature _____
