



LOUISIANA MOTOR VEHICLE COMMISSION  
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[www.lmvc.state.la.us](http://www.lmvc.state.la.us)

## CONSUMER COMPLAINT PROCESS

The Louisiana Motor Vehicle Commission ("LMVC") handles complaints regarding: motor vehicles, specialty vehicles, motor vehicle sales transactions, financing of motor vehicles, leasing, renting, advertising of motor vehicles, and GAP (debt waivers or debt forgiveness agreements). If the LMVC receives a complaint that does not fall within its jurisdiction, we will refer it to the appropriate agency. If this occurs, you will be notified in writing.

The Louisiana Motor Vehicle Commission cannot give legal advice or act as a consumer's private attorney; however, we will try to resolve complaints between an individual consumer and a licensee of the LMVC,

We suggest before you file a complaint, discuss the dispute with the owner or management of the business to allow that business the opportunity to resolve the problem.

If this is unsuccessful:

- ▶ All complaints must be in writing and submitted on attached form. The form must be completed in full. Attach copies of all documentation which can support your complaint such as: contract, letters, advertisements, repair bills, cancelled checks, etc. DO NOT send originals, keep them for your records.
- ▶ You will be notified, in writing, by our office that we have received your complaint.
- ▶ We will notify the business, in writing, that your complaint has been filed with our office. The business is given up to three weeks to respond to the complaint.
- ▶ Once a response has been received from the business, it will be reviewed and investigated by a Commission investigator. You will be contacted. The Commission investigator will attempt to mediate the problem between the parties.
- ▶ If no agreement can be reached and your complaint remains unresolved, you may want to contact the Small Claims Court or a private attorney. The LMVC has limited powers; therefore, any action by the LMVC may not result in a refund or other relief for you.

**REMEMBER TO ALLOW UP TO FOUR WEEKS FOR THE INVESTIGATION TO BE COMPLETED AND A RECEIPT OF A RESPONSE TO YOUR COMPLAINT.**