



## COMPLAINT FORM

Please type or print legibly in ink. Complete all fields. If not applicable, indicate N/A. Submit completed form and attachments to the address listed above.

PERSON FILING COMPLAINT					
<b>NAME</b>	Last	First	Middle		
<b>ADDRESS</b>	Number and Street	Apt or Unit #	City	State	Zip Code
<b>PHONE NUMBER</b>	<b>ALTERNATE PHONE NUMBER</b>				
<b>EMAIL ADDRESS</b>					
COMPLAINT FILED AGAINST					
<b>NAME</b>				<b>LICENSE NUMBER</b> (if known)	
<b>ADDRESS</b>	Number and Street	Suite or Unit #	City	State	Zip Code
<b>PHONE NUMBER</b>					
DETAILS OF COMPLAINT					
<b>DATE OF SERVICE/REPAIR</b>	<b>VEHICLE YEAR</b>		<b>VEHICLE MAKE</b>		
<b>VEHICLE MODEL</b>			<b>VEHICLE LICENSE NUMBER</b>		
<p><b>DESCRIBE YOUR COMPLAINT</b> - Attach COPIES of repair/service transactions including estimates, invoices, contracts, bills received, and correspondence. DO NOT SEND ORIGINALS, they will not be returned. Use additional pages if necessary.</p>					
CERTIFICATION					
I hereby certify under the penalty of perjury under the laws of the state of California that to the best of my knowledge all the above statements are correct.					
<b>SIGNATURE</b>			<b>DATE</b>		

## JURISDICTION

The Bureau of Automotive Repair (BAR) mediates and investigates complaints related to automotive repair transactions between auto shops and consumers. If you have concerns about a shop's work or service and cannot resolve those issues with the shop's management we encourage you to file a complaint.

BAR has jurisdiction to mediate and investigate complaints involving:

- Auto repairs and services
- Smog Check inspections
- Tire repairs or installation
- Repairs performed by a tow company or storage lot
- Extended warranty or service contract disputes involving automotive repairs performed by a new or used car dealership
- Unlicensed and fraudulent activity

## NOTICE ON COLLECTION OF PERSONAL INFORMATION

### COLLECTION AND USE OF PERSONAL INFORMATION

The Consumer Information Center of the Department of Consumer Affairs (DCA) collects the information requested on this form as authorized by Business and Professions Code sections 325 and 326 and the Information Practices Act (Civil Code section 1798 and following). DCA uses this information to follow up on your complaint in accordance with DCA's Privacy Policy.

### PROVIDING PERSONAL INFORMATION IS VOLUNTARY

You do not have to provide the personal information requested. If you do not wish to provide personal information, such as your name, home address, or home telephone number, you may remain anonymous. In that case, however, DCA may not be able to contact you or help you resolve your complaint.

### ACCESS TO PERSONAL INFORMATION

You may review the records maintained by DCA that contain your personal information, as permitted by the Information Practices Act. See below for contact information.

### POSSIBLE DISCLOSURE OF PERSONAL INFORMATION

We make every effort to protect the personal information you provide us. In order to follow up on your complaint, however, we may need to share the information you give us with the business you complained about or with other government agencies.

This may include sharing any personal information you gave us. The information you provide, however, may be disclosed in the following circumstances:

- In response to a Public Records Act (PRA) (Government Code section 7920 and following) request, as allowed by the Information Practices Act;
- To another government agency as required by state or federal law; or
- In response to a court or administrative order, a subpoena, or a search warrant.

### CONTACT INFORMATION

For access to your records, you may contact the BAR PRA Unit, 10949 North Mather Blvd., Rancho Cordova, CA 95670, or email [bar.pra@dca.ca.gov](mailto:bar.pra@dca.ca.gov).

For questions about this notice or about DCA's Privacy Policy, or for access to your records, contact DCA at 1625 North Market Blvd., Sacramento, CA 95834, by phone at (800) 952-5210, or by email at [dca@dca.ca.gov](mailto:dca@dca.ca.gov).