

Sec. 14-63-45b. Procedure for filing customer complaints

The following procedures shall be utilized by the division to receive and process complaints from customers of licensees, concerning the operations of and services provided by any such licensees:

1. Each complaint shall be in writing in a form provided by or acceptable to the Commissioner;
2. The complaint shall be a plain statement of the facts that form the basis of the claim against the licensee;
3. The complaint shall include the licensee's name, the customer's name and address, the date or dates on which the transaction or transactions with the licensee occurred, and if applicable, the description of any vehicle or vehicles that are the subject of a complaint;
4. The complaint shall be accompanied by all supporting material that pertains to the claim, including but not limited to invoices, repair orders and evidence of payment;
5. The division may request additional materials, which shall be provided by the customer if available; and
6. The complaint and supporting material shall be filed with the Department of Motor Vehicles, Consumer Complaint Center, 60 State Street, Wethersfield, CT 06161.

(Adopted effective December 2, 2009; Amended July 2, 2014)